Documentation

HiPath 1100

HiPath 1120, HiPath 1150, HiPath 1190
System Telephone
Profiset 3030
User Manual

Communication for the open minded

Siemens Enterprise Communications
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Introduction

The HiPath 1100 family consists of the following systems:HiPath 1120, HiPath 1150 and HiPath 1190. The features and operation of these systems are very similar. Their differences stem from their capability regarding the number of extensions, external lines and optional modules available.

The following documentation package was developed to describe the characteristics for these systems:

- User Manual:
  This manual describes step by step how to operate and use the features provided by each system.
- Programming Manual:
  The Configuration Manual briefly describes the installation of HiPath 1120, HiPath 1150 and HiPath 1190 systems as well as the programming codes for the entire family of systems. It highlights the specific characteristics of each system.
- System Telephones Instruction Manual:
  It is included with the telephone package and describes how to setup and use the telephone sets.
- Quick Reference Guide Analog and System Telephones:
  This guide provides summarized information on how to use the different codes for the features of each system.
- Attendant Console Quick Reference Guide:
  This guide provides summarized information on how to use a system telephone as an Attendant Console.
- Service Manual.
  This manual contains information regarding Siemens distributors and Service Centers where you can purchase products and obtain technical support for your Communications System.
- Warranty Certificate:
  This Certificate defines the terms and conditions of the warranty provided by Siemens.

About This User Manual

This manual describes the operation and implementation of the HiPath 1100 system features with Profiset 3030 system telephones. It also describes all feature codes and functions provided by your system. Some functions may not be available with your system. The reasons for this are the following:

- The function is not configured for your type of line and/or system. Ask your System Administrator for further information.
- Your communications platform does not support the feature. Ask about upgrade capabilities for your system.

Important Notes

Do not install the system or telephone sets where there may be a risk of explosion.

To ensure optimal performance and operation use only original accessories manufactured by Siemens.

Never open the system or dismantle any of the telephones. If you have any problems, ask for assistance from your System Administrator.

Care of the equipment
Avoid putting the system and telephones in contact with coloring liquids or other damaging fluids such as tea, coffee, fruit juices or soft drinks.

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

Trademarks

This equipment conforms to the EU Directive 1999/5/EG, as attested by the CE mark.

This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures the lowest consumption of raw materials and energy as well as the lowest production of industrial waste.

For compliance with EU directives, do not discard any batteries, electrical or electronic equipment marked with this symbol in common household garbage. Discard this type of waste at a local recycling or waste disposal facility.

Introduction

Introduction 2

About This User Manual 2
Important Notes 3
Trademarks 3

How to use this manual 9

Display indications 10
Configuring the keys 11
Accessing a Feature 12
... Using a Code 12
... Directly. 12
... Using the Service menu 12
... using a programmable key. 13
System support technician 13

Using the HiPath 1100 Features 14

Considerations. 14
Numbering Plan 14
Profiset 3030 Keys 15
System signaling tones 15

Functions used for making calls 17

Making Calls 17
Considerations 17
...Using the handset. 18
...With the handset on the hook 18
...Using the speakerphone. 18
...Using automatic seizure of an activated external line. 19
...Using a group of external lines 19
Switching to speakerphone. 20
Switching to Handset 20
Speaker 20
Ending a call. 20
Seizure of a specific Line. 21
Phonebook/Speed Dialing 21
Using speed dialing 22
Programming individual speed dialing 22
Phonebook Search. 25

Caller Lists 26
External line reservation 29
For Internet access 30
Recall 31
Override 33
Silent monitoring 33
Urgent call/Recall when busy 34
Hotline 35
Warmline 35
Calling an attendant console (AC) 35
Direct communication call 36
Handsfree answerback 37
LCR 37
LCR Bypass 38
ACS 39
Timer for outgoing external calls 40
Timeout for external calls 40
View timeout 41
DISA 42
Using a temporary MSN to make a call 43

Functions used during calls. 44

Consultation 44
Transfer 45
Toggle 46
Conference 47
Three party call 47
Conference with more than three participants 48
Parking 52
General parking 53
Suffix dialing 54
Flash on analog trunk 54
Retrieving a call on hold 55
Account code 55

Functions used when receiving calls 57

Answering calls 57
Answering a call on hold 58
Pickup 59
Group 59
Individual 60
Call forwarding. 60
Internal 60
External 61
When there is no answer 61
For Fax/DID 62
Conditional 63
Disabling call forwarding 64
Do not disturb 65
Voice mail 65
Message Waiting Indicator (MWI) 67
MWI for system telephones 67
Activating receipt of an Internal MWI 68
Mailbox access 69
Voice mail forwarding 70
Leaving a message 70
Entry voice mail (EVM) 70
Mailbox greeting configuration 71
Personal mailbox activation 72
Checking you personal mailbox 72
Second attendant 74
Groups 74
Call groups (CG) 74
Hunt groups (HG) 75
Hunt group (HG) and Call group (CG) Login and Logout 75
UCD subscriber groups 77
UCD group login/logout 78
Available/Unavailable agent for a UCD group. 79
UCD agent in service out of service 80
Show queue size to UCD agent. 81
Collect call barring 81
Overflow extension 82

Miscellaneous functions 83

Changing the Password for the electronic lock 83
Electronic lock 83
Music on hold 84
Busy signal when extension is busy 85
Language/country settings 86
Relay 88
Relay status check 88
Activating/Disabling a general alarm 89
Disabling a general alarm 90
Alarm clock 90
Scheduling Time Reminders 90
Deleting/Checking a Scheduled Time Reminder 91
Scheduled Time Reminder Call 91
Alarm clock/Announcement association 92
COS (Class of Service) changeover 92
Data protection 93
Call waiting signaling tone 94
Disabling a feature 95
Room Monitor 95
Room Monitor 96
Night service 96
Call forwarding when there is no answer on a digital line 97
Entrance telephone - door opener 98
Activating system programming 99
Remote configuration 100
Using an MF Telephone 100
Using the HiPath 1100 System Manager application 101
Fax Received 102
Associated group 102
Call charge consultation 102
Programming the keys 103
Procedure for programming the keys 103
Features for programmable keys 104
Programming a procedure key 106
Printing key labels 107
End Key 109
Features for programmable keys
only on the HiPath 1100 Manager 110
Virtual keypad 110
Headphone 110
Storing a phone number in a programmable key 111
Date and time settings 112
PABX Trace log 112

Special functions for ISDN Lines 114

Call forwarding on a Digital Line 114
Disabling call forwarding 115
Anonymous Caller ID (Trace) 116
CLIR 116
Using features provided by a carrier on ISDN Lines 117

Practical guide 118

Care of the telephone 118
Troubleshooting 118
System error messages 119
Display Messages 120
Responding to display messages: 120

Index 121

Feature codes 125

Symbols 125
Numbering plan 125
Features 126
System telephone functions 126
Seizure of an external line 127
Functions used for making calls 128
Functions used during calls 129
Functions used when receiving calls 130
Miscellaneous functions 131
Alarm clock 134
UCD Subscriber group functions 134
Satellite PABX 135
Functions for ISDN lines 135

Step by step

How to use this manual

The steps for programming the system are presented sequentially in graphic format under the column "Step by Step" on the left side of each page.

Meaning of symbols:

Press the Flash/Fil key.

Lift the handset.

Replace the handset.

Start conversation.

Enter numbers, keys, passwords, internal or external phone numbers, etc.

Press the programmable key with the LED turned off.

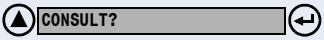
Press the programmable key with the LED turned on.

Press the programmable key with the blinking LED.

Wait to hear an audible tone through the handset or speaker.

An extension is calling.

The display shows the available function.
To enable the displayed function, press the key. ↵.



Browse all functions available.

Press the navigation keys ▲ ▼,

until the desired function shows on the display.
Then press the key to confirm your selection. ↵.

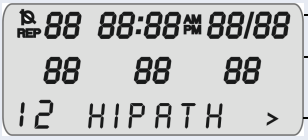
When enabling certain functions and procedures, a long beeping tone means the activation was successful.

When enabling certain functions and procedures, short beeping tones mean the activation failed.

Step by step

Display indications

Profiset 3030



The first line displays time and date.

The second line displays the number of the called extension, for example, and system messages.

The third line displays the extension number and system messages pertaining to feature selection options. When a ">" or "<" symbol appears next to the line, it means there are additional selection options. To scroll through the available options use the navigation keys. To select an option press the Enter key.
When a "▲" or "▼" symbol appears next to the line, it means there are additional lines to be displayed. Select the "Menu" key to access the next line or the previous line.

E822 ST

The first line displays time, date, day of the week, number of the extension called, and number of system messages.

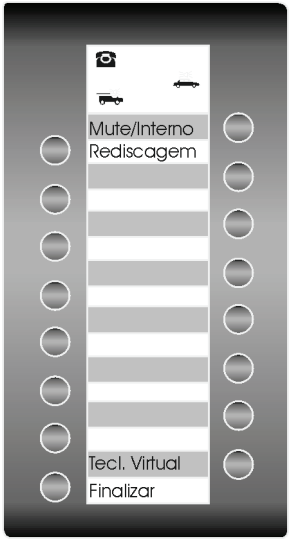
The second line displays the extension number and system messages pertaining to feature selection options.

When a ">" symbol appears on the right, there are additional selection options. To scroll through the available options use the navigation keys. To select an option press the enter key.

Step by step

Configuring the keys

Programmable keys are available on two key banks on the "Virtual keypad." The default key configuration for bank 0 is shown below. On bank 1, only the Virtual keypad key is configured by default. All other keys are available and can be programmed.



Notes:

The **Mute/Internal** key will function as **Internal** when Automatic Seizure of an external line is activated. In all other cases it functions as **Mute**.

Step by step

Accessing a Feature

... Using a Code

HiPath 1100 features can be **activated by entering the appropriate codes** directly on the telephone. For example, in the case of the do not disturb feature:

*97 Enter the code to enable do not disturb.

#97 Enter the code to deactivate do not disturb.

Feature activation codes always start with the ***** character key. Deactivation codes always start with the **#** key.

... Directly

Certain features **can be selected directly**, for instance:

FWD ON.? Select ▲ ▼ and confirm by pressing ↵.

Certain features may be selected **directly during a call, under certain conditions**. For example, a call to a busy extension:

RECALL? Confirm the selection by pressing ↵.

or

CONSULT? Select ▲ ▼ and confirm by pressing ↵.

... Using the Service menu

To make these selections you must first press the Feature key and chose an option, for example: "#0=RESET SRVC.?"

Select the Feature key to enter the Service menu.

#0=RESET SRVC.? Select ▲ ▼ and confirm by pressing ↵.

In the Service menu, under "MORE FEATURES?", there are additional options available. For example, "*11=FWD. ON?". These options are also available when the phone is in Sleep Mode or during calls, but without the code.

Select the Feature key to enter the Service menu.

MORE FEATURES ? Select ▲ ▼ and confirm by pressing ↵.

*11=FWD ON.? Select ▲ ▼ and confirm by pressing ↵.

Step by step

... using a programmable key

When a key has been programmed for a certain feature, simply press the key to enable the feature. For example:

Press the "CONFERENCE" key to activate this feature.

"Feature codes" → page 125.

System support technician

The support technician is the person responsible for programming your HiPath 1100. The support technician has all the necessary tools and information available in order to carry out his/her job..

Assistance with troubleshooting
First contact your system's support technician. If the problem is not solved, the support technician should call Technical Support.

Using the HiPath 1100 Features

Considerations

The descriptions and explanations of all available features HiPath 1100 are based on a Profiset 3030 system telephone.

Check specific procedure to be followed for the different system telephone models. For information on how to configure each model, refer to the manufacturer's Instructions Manual.

For information on basic functions refer to the Quick Reference Guide for system telephones.

The information in this document provides only general descriptions of the features. The actual features may not correspond exactly to the descriptions herein and, furthermore, they are subject to changes to the extent that products continue to be developed.

The selection of features to be provided is not binding unless explicitly established in the terms of the contract.

Numbering Plan

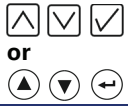
A Numbering Plan assigns extensions, external lines, and groups - as well as other numbers that can be selected with features and programming codes - to execute specific functions.

Description	HiPath 1120	HiPath 1150	HiPath 1190
External line	801 to 808	801 to 832	801 to 845
Extension, including S_0	11 to 30	11 to 60 610 to 645	101 to 240
Groups of external lines	0 or 890 to 899		
Call Groups (CG)	770 to 779		
Hunt Groups (HG)	780 to 789		
UCD Subscriber Groups	790 to 799		
Carrier	9		
EVM - Default internal number	790		
EVM - Message ports	7491 and 7492		
EVM - Virtual ports	744 to 747		
Fax/DID - Virtual ports for messages	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		

Note:

The number of external lines and extensions available depends on the system's configuration.

Profiset 3030 Keys

Function	Profiset 3030
Display	3 lines
Navigation keys	 **or**
Speaker	
Flash/Fil	
Menu	
Feature	
Mute	
Call Forwarding	---
Parking	---
Redial	

System signaling tones

During feature configuration the system uses the following signaling tones:

Tone	Meaning
Internal dialing tone	The system is ready to receive and send call information.
Signaling tone	Connection established. Ring signal is being applied to phone number.
Dial tone	Network accepted information request and is sending a request for more information.
Busy signal	It indicates to the caller that the number is busy. It is also used when the destination cannot be accessed (e.g., invalid number).
External false signal	The dial tone that is heard is not from the carrier.
Call Waiting Signaling Tone	It indicates to the user having a conversation that there is another call ringing.
Call Waiting tone for Door Opener	It indicates to the user having a conversation that someone is requesting the Door Opener to open the door.

Confirmation tone	The procedure was successfully completed and accepted.
Rejection tone	The procedure is invalid and was not accepted.
Override tone	It alerts the user having a conversation that the call's privacy was violated (override).
Conference tone	It indicates that a new participant joined the conversation.
Recall confirmation tone	It confirms a callback
Alert signal	It alerts the called party when the Speakerphone Auto-Answering and Paging features are enabled.
Special Dial Tone	Indicates that a service is activated (Night Service, Electronic Lock, Do Not Disturb, etc.)
Auto-Answering Tone	After a Direct Communication Call is established.

Step by step

Functions used for making calls

Making Calls

Considerations

- When authorized, it allows you to call external numbers [1] on a public network.
- The HiPath 1100 can also be programmed to require pressing the "Internal" key before an internal number can be dialed. When this occurs, there is no need to enter an external line access code to dial an external number ("**Automatic seizure of an external line**"[2]). Check with your system's support technician.
- Ask your support technician for the required internal numbers, public network access codes as well as information about activated features and available extensions.
- Depending on how the HiPath 1100 is programmed (ask the system's technical support team) it will automatically select the most economical route for making an external call (LCR - Least Cost Routing). When an LCR is not available, the non-default carrier name or "EXPENSIVE CONN" appears on the display, and a warning tone is emitted.
- On system telephones volume control is adjusted individually on each set during calls.

[1] See the chapter Important Programming Data - Classes of Service in Programming manual.

[2] It allows the user to dial an external call directly, without having to dial an external access code (e.g 0). If a continuous dialing tone is heard when the handset is lifted, it means that Automatic Seizure Mode is activated (see Programming na External Line - Automatic Seizure of an external line, in the programming manual).

Step by step

...Using the handset

Lift the handset.

- **Internal call**

Enter the extension number (e.g. 11/101).

or

- For an **external call**:

Enter the access code to access an external line (e.g., 0) and the external number you want to call.

Wait for the call to be answered. Start conversation.

...With the handset on the hook

Handset on the hook.

- For an **internal call**: Enter an extension number (e.g., 11/101).

or

- For an **external call**: Enter the access code to access an external line (e.g., 0) and the external number you want to call.

Wait for the call to be answered. Start conversation.

...Using the speakerphone

Handset on the hook.

Press the SPEAKER key.

- For an **internal call**: Enter an extension number (e.g., 11/101).

or

- For an **external call**: Enter the access code to access an external line (e.g., 0) and the external number you want to call.

Wait for the call to be answered. Start conversation.

Step by step

...Using automatic seizure of an activated external line

- For an **internal call**:

Press the "INTERNAL" key.

Enter the extension number (e.g. 11/101).

- For an **external call**:

Enter the external number you want to call.

Wait for the call to be answered. Start conversation.

...Using a group of external lines[1]

An extension can originate external call or calls to a Master PABX through a group of external lines.

Enter the number of the appropriate group of external lines.

- 0 or 890 to 899 = group of external lines

Wait for a dial tone.

Enter the external number you want to call.

Wait for the call to be answered. Start conversation.

... When a group is busy

If an overflow group was configured when the system was programmed, the call is made using a second group of external lines.

The second group of external lines takes into account the extension's class of service.

[1] When operating as a Satellite PABX for external calls or for calling extensions of a Master PABX, select the group of external lines before selecting the second external access code (0...9 or 00...99). Or, select the extension number, as appropriate (see Important programming data - Assigning groups of external lines to extensions in the Programming manual). When a group of external lines is configured as a Satellite PBX, a false dial tone is not generated. Overflow group for external lines (see Programming manual. Programming an external line - Overflow for a group of external lines

Step by step

Switching to speakerphone

Required: Conversation using the handset.

Press and hold the SPEAKER key while placing the handset on the hook. Then release the key and resume the call.

Switching to Handset

Required: Conversation using the speakerphone.

Lift the handset and resume conversation.

Speaker

This feature turns the speaker on temporarily to allow other people in the same room to participate in the conversation. Inform the called party that the speaker is on.

Required: Conversation using the handset.

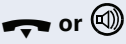
To enable

Press the SPEAKER key. The LED comes on

To deactivate

Press the SPEAKER key. The LED goes off.

Ending a call



Replace the handset or press the SPEAKER key.

or

Press the "EXIT" key.

Step by step

Seizure of a specific Line

Seizing a specific line selects that line for generating an external call or a call to another PABX.

Enter the number of the external line (e.g., 801).

or

Press the "LINE 801" key, for example, to use the external line 801.

Wait for a dial tone.

Enter the external number you want to call.

Wait for the call to be answered. Start conversation.

Phonebook/Speed Dialing

Frequently used telephone numbers can be stored as abbreviated numbers in two types of phonebooks or speed dialing directories:

- **system speed dialing**[1]
  ASystem Speed Dial stores up to 250 numbers (000 to 249)most frequently used HiPath 1100. Numbers are stored andcan be accessed and used from any extension (when authorized, check with your support technician).
- **Individual speed dialing**
  The Individual speed dialing stores up to 5 numbers chosen by the user. The numbers are configured by the user and remain stored only at the extension.

[1] Numbers are stored during system configuration. They can be dialed from the system or 1 optiPoint with a system display accessible from any authorized extension. See the chapter Main Configurations - speed dialing in the Programming Manual. To assign names to numbers, use the HiPath 1100 Manager.

Step by step

Using speed dialing

Required: Individual speed dialing numbers are stored by the user. System speed dialing numbers are stored by the support technician.

Press to access the Service menu.

*7=SPD DIAL? — Select and confirm.

or

*7 — Enter the code to access speed dialing.

Enter the desired abbreviated number from the system speed dialing directory:
- 000 to 249 = system speed dialing
- *0 to *4 = Individual speed dialing

Wait for the call to be answered. Start conversation.

Programming individual speed dialing

The speed dialing numbers stored in the Individual speed dialing directory are only available for the extension in which they were entered. These numbers can be updated, modified and deleted. Each extension can have up to 5 speed-dial numbers of 20 digits each.

Press to access the Service menu.

*92=CH SPD DL? — Select and confirm.

or

*92 — Enter the code to program a speed-dial number.

Enter the individual speed dialing abbreviated number:
- *0 to *4 = Individual speed dialing

or

NEXT? — Confirm.

NEXT? — Press until you see the abbreviated number you want.

If a number has already been stored, the name (if entered) or the telephone number associated will be display.

Step by step

CHANGE? ↵

Select and confirm.

Enter the external number to be stored in this position in the individual speed dialing directory.

Optional

You can also **enter a name** to be associated to the number. This name will be stored in the speed dialing directory and displayed when the number is dialed.

ENTER NAME? ↵

Select and confirm.

Enter the name you want to associate to the number for Caller ID and phonebook searches.

The telephone keypad is now available for entering letters by repeatedly pressing the key for the letter you want.

Entering Letters

1x 2 abc — Letter A

2x 2 abc — Letter B

3x 2 abc — Letter C

4x 2 abc — Number 2

1x 3 def — Letter D, and so on.

Example: Press the " 2" key three times to enter the letter "C" or press "3" twice to enter the letter "E."

- Key "0" = enters a space.
- Keys "1" and "#" = delete the last character entered.

Optional

An **Interdigit Pause** ("P") can be added by pressing the redial key.

Step by step

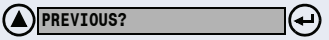
Each "P" character inserts a 2-second pause (default) in the connection. A longer pause can be inserted by entering more than one character (for example, for a 4-second pause enter "PP")

The first "P# or #" specifies that the next digits for A will only be forwarded if:

- Digital line or S_0 extension:
  P# - DTMF digits are sent after local carrier identification, when B is not answered.
  # - DTMF digits are sent after B is answered.
- Analog trunk or analog extension:
  P# or # - DTMF digits are sent after B is answered.
  Other characters ("#" and/or "*") may be added after "P#".

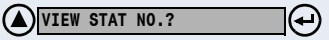
Confirm.

or If you make a mistake:



Select and confirm. All information is deleted.

or If a name is displayed, you can view the number associated to it.



Select and confirm.

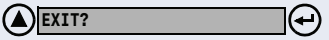
or If a number is displayed, you can view the name associated to it.

Select and confirm.

or Delete all abbreviated number entries.

Select and confirm.

or



Select and confirm.

Step by step

Phonebook Search

A Phonebook Search or and alphanumeric search allows an extension to look up a person's number by the person's name when making a call.

Required: Names must be assigned to the speed dialing numbers recorded.

or

Lift the handset or press the SPEAKER key.

DIRECTORY?

Confirm.

The first record is displayed.

SCROLL NEXT?

Select and press to go to another record.

or

SCROLL PREV?

Select and press to go to another record.

or

Enter the name you want to select or the first letters of the name. The name is searched.

The telephone keypad is now available for entering letters by repeatedly pressing the key for the letter you want.

Entering Letters

1x 2 Letter A

2x 2 Letter B

3x 2 Letter C

4x 2 Number 2

1x 3 Letter D, and so on.

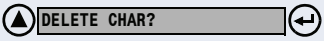
Example: Press the " 2" key three times to enter the letter "C" or press "3" twice to enter the letter "E."

- Key "0" = enters a space.
- Key "1" = displays the first record on the speed dialing directory.
- Keys "*" and "#"= do not mean anything

Step by step

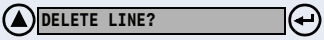
If no match is found for the letters entered or if it is not possible to enter letters at the moment, you will hear a short beeping sound.

Optional



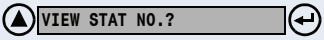
Select and confirm. Deletes the last character that was entered If all characters are deleted, the first speed dialing entry will be displayed again.

Optional



Select and confirm. All characters that were entered will be deleted, and the first entry of the speed dialing directory will be displayed again.

Optional



Select and confirm.

Optional

Select and confirm.

The record selected is displayed:

Select and confirm.

Caller Lists

The last calls identified[1] by the extension are stored in three caller lists. These caller lists can be programmed to save only external calls or both external and internal calls. A system telephone with a display allows you to view and select lists:

- 1 = CALLS NOT ANSWERED[2]
- 2 = CALLS ANSWERED
- 3 = CALLS MADE

Up to 10 calls can be stored for each caller list. They are stored in the order they were received or made. Each call is stored with a time stamp. The list starts with the most recent call that has not been recalled. If several calls were from the same caller, the list will show the time of the last call and the total number of times the call was received.

[1] Make sure that Caller ID is activated by your carrier.
[2] The calls will not be stored if they are for hunt groups (HG) or UCD agents.

Step by step

Calls not answered by an MSN/Call group (CG) appear in the list of "Unanswered calls" of all the participants of the group. If one of the members of the group returns the call using the "Caller List" feature and the call is completed or any other extension takes the call, the record of this call will be removed from the list of "Unattended Calls" of all the members of the group.

If an MSN DID does not attend an external call, it will be stored in the unattended calls list, specifying the Name/Number of the call and/or Name/Number called (MSN). The fields that should appear in the display should be configured using HiPath 1100 Manager.

Looking up a caller list

CALLR LST?

Select and confirm.

or

#8 tuv 2 abc

Enter the dialing code for looking up caller lists.

1=N ANS CALLS?

Select and enter the type of caller list wanted.

or

2=ANS CALLS

or

3=OUTG CALLS

or

Enter the number of the list you want to look up:

1 = Unattended calls

2 abc = Attended calls

3 def = Dialed calls

NEXT ?

Enter to display additional lists.

End consultation.

EXIT?

Select and confirm.

or

Step by step

Press the Service menu key.

or

Replace the handset or press the SPEAKER key

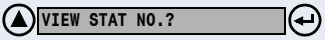
Consultation about time of call and additional caller information

Required: The record wanted is shown in the caller list during the consultation.

.

Select and confirm.

or



or

or

Calling a number from a caller list[1]

Required: The record wanted is shown in the caller list during the consultation.

Select and confirm.

Wait for the call to be answered. Start conversation.

Delete the record from the caller list.

Required: The record wanted is shown in the caller list during the consultation.

Select and confirm.

[1] If a list is full and a call is made, the last number stored is automatically erased from the caller list.

Step by step

External line reservation[1]

When there is no line available for making an external call, use the line reservation feature.

Required: The user tried to access an external line and received a busy signal.

Wait 7 s Wait 7 seconds until you hear a distinctive tone (this may vary depending on system's configuration).

or

LINE RESERVATION? Confirm.

or

*5 8 Enter the code to confirm line reservation.

Wait for a confirmation tone.

or Replace the handset or press the SPEAKER key

Wait for callback when an external line becomes available.

When a line becomes available...

<< >> The telephone rings (a distinctive ring).

or Lift the handset or press the SPEAKER key.

Enter the external number you want to call.

Wait for the call to be answered. Start conversation.

[1] On HiPath 1100 systems, only four external line reservations can be done simultaneously.

Step by step

For Internet access

The line reservation for the Internet access feature allows an extension to have exclusive access to a specific external line. The remaining extensions will not be able to use this line while this feature is activated. This, however, does not prevent the line from receiving incoming calls as usual.

Enter reservation/remove reservation of a line

Press to access the Service menu.

MORE FEATURES ? — Select and confirm.

*493=INTERNET? — Select and confirm.

or

#493=NET ONOFF? — Select and confirm.

or

Enter the code for reserving or removing an external line reservation.

or

Enter the code for reserving or removing an external line reservation.

Enter the code for the external line (e.g., 801).

INTERNET ON — The display shows that this feature is activated.

or

INTERNET OFF — The display shows that this feature is deactivated.

Step by step

Recall[1]

This feature allows you automatically to place a call to an extension or external number (over an ISDN line) that is unavailable at the moment. The call will go through as soon as the line is available.

Required: The destination number is not available.

Callback due to no answer/busy

RECALL? Confirm.

or

Enter the code to confirm the recall.

or

Wait 7 s Wait 7 seconds (if configured, Recall will be automatically activated).

Wait for a confirmation tone.

or Replace the handset or press the SPEAKER key

Wait for the recall.

If Callback has been deactivated during configuration, do the following to enable it:[2]:

RECALL ON.? Wait a few seconds until the display shows "RECALL ON." and the busy signal or the ringing signal stop briefly.

or Replace the handset or press the SPEAKER key.

Wait for the recall.

[1] Extension is busy - the system generates a recall as soon as a line is available.
Extension is free - the system generates a recall once the caller has returned to the station and made a call.

External number is busy - The system generates a recall as soon as the destination number is free. This feature must be activated by the carrier and the system needs to have an S_0 module installed.

Only one recall can be activated for each extension. A new recall cancels the previous one.

[2] (See Activating Callback/Urgent Call with timeout, in the programming manual)

Step by step

Answering a recall

Required: A recall has been entered.

<< 🔔 >> The telephone rings (a distinctive ring).

RECALL FROM:.....? The display shows "RECALL FROM:....." and the number you want to call.

or Lift the handset or press the SPEAKER key.

Wait for the call to be answered. Start conversation.

Recall verification/deactivation

▲ VER RECALL? ↵ Select and confirm.

or

#5 Enter the code for canceling a recall.

Delete the record displayed

DELETE? ↵ Confirm.

End consultation

▲ EXIT? ↵ Select and confirm.

or

Press the SPEAKER key.

Option to deactivate recall for digital line or ISDN terminal

Required: The destination of the recall is connected to an S_0 port. (S_0 module)

<< 🔔 >> The telephone rings in the calling extension.

CANCEL RECALL? ↵ The caller display displays an option to cancel the recall.

Step by step

Override[1]

The Override feature allows the user to override a conversation. A beep signals that the conversation in progress has been overridden.

Required: There is a conversation in progress at the call destination.

OVERRIDE? Select and confirm.

or

Enter the code to confirm the override.

or

OVERRIDE Press the "OVERRIDE" key.

(warning)

The called party and the caller hear a warning signal every two seconds. If the called party is using a system telephone with a display, it will show: "OVERRIDE: (name or telephone number) and "RELEASE?"

Start conversation.

Silent monitoring[2]

Silent monitoring allows a user to override a call without sending a beep (for certain countries only).

Required: There is a conversation in progress at the call destination.

SLNT MNTR? Select and confirm.

or

Enter the code for silent monitoring.

Enter the extension (e.g., 11/101).

Wait. Start monitoring.

[1] The user must have authorization from the system's support technician in order to use this feature Programming manual, Programming an extension - Override).

[2] The user must have authorization to use this feature (see Programming manualProgramming an extension - Silent monitoring). Within the system, silent monitoring has the same restrictions as the Conference and Override features. If the monitoring or the monitored party change status, silent monitoring is canceled. This occurs, for example, when a call is placed on hold.

Step by step

On Profiset 3030 telephones, the MUTE option is automatically activated with silent monitoring.

Urgent call/Recall when busy[1]

The Urgent call feature is used when the extension being called is busy.

Required: The destination called is busy.

CAMP-ON!

Wait a few seconds until the display shows "CAMP-ON" and the busy signal changes to a ring.

Wait for the call to be answered.

If the configuration has been changed, do the following to reenable the Urgent Call feature:[2]

RECALL? ↵

Confirm.

or

✱ 5 8

Enter the code to confirm an urgent call.

CAMP-ON!

Wait a few seconds until the display shows "CAMP-ON" and the busy signal changes to a ring.

Wait for the call to be answered.

[1] An urgent call cannot be made when data protection, consultation or conference features are activated at the extension called.

[2] (See Activating with a timeout, in the programming manual).

Step by step

Hotline[1]

The Hotline feature allows an extension to automatically generate a call to a pre-programmed number in the system speed dialing as soon as the handset is lifted.

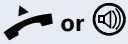
Lift the handset or press the SPEAKER key.

Wait for the call to be answered. Start conversation.

Warmline[2]

Warmline is the length of time the extension should wait to call the first number configured as a Hotline. Assuming the timeout is 9 seconds, the call will be made 9 seconds after the handset is lifted. However, if during the 9 second time interval a key is pressed on the phone keypad, the call to the Hotline will be canceled.

Each extension can have a different timeout for enabling a Hotline. This timeout may vary from 0 to 9 seconds.



Lift the handset or press the SPEAKER key.

Wait for the call to be answered. Start conversation.

Calling an attendant console (AC)[3]

An attendant console can be called at any time for making a call or simply for consultation.

Enter the code for calling the attendant console.

Wait for the call to be answered. Start conversation.

[1] Extensions configured to use the Hotline feature cannot dial any other internal or external numbers. However, they are able to receive calls as usual (see Programming an extension - Hotline in the Programming manual).

[2] Extensions configured to use the Warmline function are able to dial all other internal or external numbers, as well as receive calls as usual (see Programming an extension - Warmline in the Programming manual).

[3] When no extension is programmed as an attendant and "9" is entered, a busy signal is heard.

Step by step

Direct communication call

This features enables voice messages to be sent to Profiset 3030 telephones using the speakerphone. A message can be sent to an extension or a Call group (CG).

When a message is sent, the called party hears a warning signal before the message is played and the display shows the caller's name and number.

Required: Destination number uses a Profiset 3030 or an optiPoint with a speakerphone telephone.

Press to access the Service menu.

Select and confirm.

or

Enter the code for direct messaging.

Enter an extension or Call group (CG).

Record the message.

Answer the call

or

Lift the handset or press the SPEAKER key.

Start conversation.

Step by step

Handsfree answerback[1]

The called extension receives an alert tone. the call using the speakerphone is established immediately after this tone is received.

Required: A system telephone with a speakerphone at the destination number.

HFA ON? Select and confirm.

or

HFA OFF?

or

*9 6 or # 9 6 Enter the code to enable or deactivate answering.

LCR[2]

LCR (Least Cost Routing) is designed to lower telephone communications costs. When LCR is activated, all outgoing calls are routed to provide the least expensive connection costs. A table is created listing all times of the day, days of the week, telephone service providers (rules) so that calls can be made when rates are at their lowest. After programming, you can make calls with no need to enter the carrier code since LCR automatically uses the carrier that provides the lowest rate at the time the call is being placed.

Required: This feature must be configured for the system by using the HiPath 1100 Manager.

Lift the handset or press the SPEAKER key.

Enter the code to access an external line (e.g., 0).

Wait for an external line dial tone.

Enter the external number you want to call.

Wait for the call to be answered. Start conversation.

You can program the HiPath 1100 to send a warning tone if no external line is available for LCR (see Programming manual - Main Configurations - Warning Tone

[1] This feature must be activated by the destination number during programming (see Programming an extension - Auto-answering mode, in the Programming manual).

[2] Settings must be configured on the HiPath 1100 Manager.

Step by step

when LCR is not available). This will alert the user to the fact that the call is being completed by a standard carrier and that rates may be higher than usual.

(warning)

To warn the user that a different carrier is completing the call, the system telephone will display the new carrier or "EXPENSIVE CONNECTION" and a warning tone will sound.

LCR Bypass [1]

This makes it possible temporarily to deactivate the rules of the LCR for an external call, using the carrier selected by the user to make the connection.

Required: The LCR feature is available.

LCR BYPASS?

Select and confirm.

or

LCR BYPASS

Press the "LCR Bypass" key.

or

*4 ghi 5 jkl

Enter the code for "LCR BYPASS".

Enter the desired carrier code and number.

Start conversation.

End LCR Bypass

or

Replace the handset or press the SPEAKER key

[1] The rules of the LCR will only be ignored for the current call. If a consultation or redialing is made, the rules of the LCR will be analyzed for this new call.
This feature may be activated by any extension.

Step by step

ACS[1]

With ACS (Alternative carrier selection) the system can be set to use a specific carrier regardless of user's selection. This feature is very useful for selecting the carrier that offers the best rates at the time of call or for setting the system to use one operator only. This is done by properly defining the rules.

The first digits of the number dialed by the user are analyzed by the system. If they match the conversion rule, they will be replaced by the default number as set forth by that rule. You can also preset the route/destination to be used. There is no field available to specify a carrier. The carrier code must be included in the conversion rule.

Different conversion rules can be applied to the same number, depending on the time of day and day of the week. It is possible to define a maximum of 100 conversion rules.

Example: Number dialed: 262 XXXX

Conversion Rules:

Index	Number Selected	Alternative number	Alternative destination	Overflow destination
01	267	342	0	801
02	262	341	801	803

The number that will be selected by the system is 341XXXX using destination 801. If this route/destination is busy, the overflow option will be route/destination 803. You may insert pauses in the Conversion rules (Consult the HiPath 1100 Manager help file).

Required: This feature must be configured for the system by using the HiPath 1100 Manager.

or

Lift the handset or press the SPEAKER key.

Enter the code to access an external line (e.g., 0).

Wait for an external line dial tone.

Enter the external number you want to call.

[1] ACS does not affect emergency numbers when the user dials directly.

Step by step

Wait for the call to be answered. Start conversation.

When the LCR or ACS is activated, the extensions receive a false line tone for external dialing.

Timer for outgoing external calls[1]

This setting specifies a maximum time for the duration of an outgoing external call for each extension.

The time count starts upon connection of a call and it never restarts while the call is in progress (e.g., when there is a transfer). Once the specified time expires, the call is automatically disconnected.

Required: This feature must have been configured and activated for the extension.

Enter an external number.

Wait for the call to be answered. Start conversation.

Timer for the specified time period is initiated.

TIME EXCEEDED

Before a call is disconnected by the timer, a 10-second warning tone is sent to the extension and the message "TIME EXCEEDED" is shown on the display.

Once the specified time has elapsed the call is disconnected.

Timeout for external calls[2]

The "timeout for external calls" feature defines a time "credit" for an extension to make external calls. In other words, when the total time of the external calls made reaches the time limit set for calls underway, these calls will be interrupted and no further calls may be made until more time "credit" is awarded.

[1] See Programming an extension - Timer for outgoing external calls, in the programming manual

[2] See programming manual - Programming the extension - Timeout for external calls.

Step by step

Calls may also be interrupted if the extension has been configured with these features:

- **"Timer for outgoing external calls"**, the timeout stops counting.
- **"Billing for an extension"** - the call will only be started or can continue if the time and credit limit have not been reached.

For simultaneous calls, call times will be counted separately.

If the call ends before a cycle is complete, the time will be counted as if the call had completed a 5-second cycle.

Required: This feature must have been configured and activated for the extension.

Enter an external number.

Wait for the call to be answered. Start conversation.

The time count set for the extension is started.

The call is disconnected once the specified time has elapsed.

View timeout

This allows you to view the time spent and the time remaining for making external calls.

Required: This feature must have been configured and activated for the extension.

Press to access the Service menu.

#65 = Show time?

Select and confirm.

or

Enter the code for "view timeout".

or

TIMEOUT

Press the "TIMEOUT" key.

HH:MM

Shows the time spent for 5 seconds.

HH:MM

Shows the time remaining for 5 seconds.

06:30 SEC 03.OUT 05
27 HiPath 1100>

The system shows the date and hour again.

Step by step

DISA[1]

DISA (Direct Inward System Access) is a feature that allows you to make an external call from an external telephone (as if it was an extension) through your system. In addition, the following features can be activated or deactivated:

- "Internal"
- "Disabling a feature"
- "Conference"
- "Night service"
- "Suffix dialing"
- "Entrance telephone - door opener"
- "Electronic lock"
- "Phonebook/Speed Dialing" (system and individual)
- "Relay"
- "Do not disturb"

Required: The telephone must be an MF telephone that is not part of the system, that is, it cannot be an extension.

Lift the handset.

Call the HiPath 1100 by entering a DISA MSN number (see MSN DISA in the programming manual or the HiPath 1100 Manager) previously provided by a support technician).

Wait for a continuous tone.

Enter the extension number for the user with a DISA permission (see DISA permission Programming manual, in the programming manual).

Enter the current 5-digit password for the electronic lock (default is: 00000).

[1] The HiPath 1100 allows only one DISA call at a time. When there is a DISA call in progress, a second call to a DISA external line or one with a DISA answering mode is treated as a regular call.
The DISA line is available for another call as soon as the phone is placed back on the hook. When there is a DISA call in progress, a second call to a DISA external line or one with a DISA answering mode is treated as a regular call.
If a call is received over an external line configured as a Fax/DID and DISA, the call is answered by the Fax/DID if this facility is available at that moment.
You can program an external analog DISA line to be activated for certain time periods (see External DISA Line, in the programming manual).
TAPI only monitors physical ports. To operate correctly, a DISA feature must use special ports, and those cannot be monitored. If a physical port is used when the DISA feature is activated, the TAPI will be able to monitor it.

Step by step

Wait for a continuous tone.

Enter the feature code (e.g, *97 – Do not disturb).

or

Enter the external number you want to call.

Start conversation.

Using a temporary MSN to make a call

This feature allows you to use a temporary MSN from your own directory to make an external call. Or use the "Programming the keys" feature to assign a key to an MSN for monitoring incoming and outgoing calls.

Required: You must know which selection option was configured (see Programming manual Assigning a temporary MSN) for accessing the MSN:

- Enter the slot (001 ...140) for the MSN number or
- Enter the MSN number

Example

Slot	MSN
001	3415565 - Home
002	3416496 - Office

User is at his/her office (3416496):

Press to access the Service menu.

MORE FEATURES?

Select and confirm.

*41=TEMP MSN?

or

*4ghi1

Enter the code for the temporary MSN.

or

TEMP MSN

Press the "TEMP MSN" key.

Enter the slot (e.g., 001) or the MSN Number (e.g., 3415565) you want to sent to the destination.

Enter the code to access an external line (e.g., 0).

Step by step

Enter the external number you want to call.

Wait for the call to be answered. Start conversation.

At this time, the called destination receives the Caller ID information displaying the number 3415565, even though the call has been originated from number 3416496.

Functions used during calls

Consultation[1]

The Consultation feature allows the extension to make a consultation to a third party when a call is in progress. At the same time, it prevents the first caller from listening to the conversation.

Required: A call must be in progress.

Confirm.

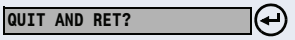
or

Press the "CONSULT" key

Enter the extension number (e.g. 11/101) or dial the access code for an external line (e.g., 0) then the external number.

Wait for the call to be answered. Start a consultation.

To return to the first call...



Confirm.

or

Wait for the consulted party to replace the handset.

If the consultation extension is busy or does not answer, or if you want to return to the first call before answering...

Confirm.

or

[1] When the handset is replaced during a consultation, the first call is transferred to the extension that was consulted.

Step by step

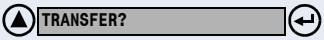
Enter the code to return to the first call.

Wait to return. Proceed with the conversation.

Transfer[1]

The Transfer feature allows an extension to transfer a call (incoming or outgoing) to another extension or to an external number.

Required: A call must be in progress.



Select and confirm.

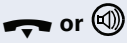
Enter the extension or external number.

Optional (**)**

Let the caller know that there is a second call.

Confirm.

or



Replace the handset or press the SPEAKER key

External-to-external over an analog trunk[2]

When there is an external call in progress, an extension can make a consultation to another external number and transfer the call, as described above.

Once the call is transferred and answered at the destination, a disconnect timer is activated (default is 5 minutes). A 20-second warning tone is sent to both parties before the call is disconnected. In order to continue the call without disconnecting, the destination number must enter a code (MF, default "00") to restart the timeout., The call disconnect timeout and the Code to reset it are configurable. Please ask your system's support technician for further information.

[1] If a transfer's destination extension does not answer, the call is returned to the calling extension.
An external-to-external transfer can only be made when at least one of the calls is an outgoing call.
A call cannot be transferred to an entrance telephone, neither can an entrance telephone transfer a call.

[2] A call is terminated under three conditions:
- Disconnect timeout after and external-to-external transfer (Code 183);
- When a busy signal is detected;
- Type of answering signal (Code 158) detected.

Step by step

If the consultation extension is busy or does not answer, or if you want to return to the first call before answering...

HELD CALL? Confirm.

or

*0 Enter the code to return to the first call.

Wait to return. Proceed with the conversation.

Toggle

The toggle feature makes it possible to switch conversations between two calls.

Required: A consultation is in progress.

TOGGLE? Select and confirm.

or

Press to access the Service menu.

*2abc Enter the code to switch between two calls.

or

TOGGLE Press the "TOGGLE" key.

Wait to return. Proceed with the conversation.

Step by step

Conference[1]

The conference feature allows a third party to participate in a conversation when a call is in progress.

Three party call

Required: A call must be in progress.

CONSULT? ↵ Select and confirm.

or

▲ START. CONF? ↵ Select and confirm.

Enter the extension (e.g., 11/101) or dial the access code for an external line (e.g., 0) then the number to be included in the conference.

Wait for the call to be answered.

Inform the person about the conference.

▲ CONFERENCE? ↵ Select and confirm.

or

Press to access the Service menu.

✱ 3 def Enter the code to add the participant.

or

CONFERENCE ● Press the "Conference" key

Wait.

Start the conference.

[1] The extension must be activated for conferencing.
After the conference, a new ticket is generated that provides information on the conference.
An entrance telephone cannot be part of a conference.

Step by step

Conference with more than three participants

Required: A three-way conference must be in progress.

In a conference with more than three participants the extension that began the conference (master extension) may administrate up to 5 new participants (slave extensions).

- Adding a participant;
- Removing a participant;
- Leave the conference;
- End a conference;

Considerations:

- If the master replaces the telephone on the hook or an error occurs during the consultation, a callback is begun for the conference.
- When an external call is received, the master can temporarily leave the conference, answer the call and add that new participant to the conference. If it is a slave extension, it can answer the call with the telephone menu, but it will then be disconnected from the conference.
- The maximum number of conference calls (including override and silent monitoring) is two, as one extension cannot take part in both at the same time.
- In the HiPath 1190 there is an upper limit of 16 lines configured with the CLIP DTMF option that causes limitations in the conference feature depending on the number of lines being used by the CLIP DTMF at any given time. This is caused by the fact that both the CLIP DTMF and the Conference use common resources in the system.
  So, for example:
  – In a system with 16 CLIP DTMF lines there can be 2 conferences with 3 participants;
  – In a system with 8 CLIP DTMF lines there can be 1 conference with 8 participants or 2 conferences with 4 participants;
  – In a system with no CLIP DTMF lines there can be 2 conferences with 8 participants.

  To free additional ports for use with the Conference feature without depending on the use of the CLIP DTMF, this function should be disabled for certain lines. (see Manager or Programming Manual*, Analog Identification - CLIP).

Step by step

Adding a participant

Required: A conference with more than three speakers activated and the extension as master.

CONF:n PARTIC.

The display shows the number of participants.

ADD PARTIC.?

Select and confirm.

Enter the extension (e.g., 12/102) or dial the access code for an external line (e.g., 0) then the number to be included in the conference.

Wait for the call to be answered.

Inform the person about the conference.

CONFERENCE?

Select and confirm.

or

Press to access the Service menu.

Enter the code to add the participant.

or

CONFERENCE

Press the "Conference" key

Wait.

Start the conference.

Considerations:

- During consultation status, the master extension will temporarily be left out of the conference. If one of the slaves disconnects from a conference with only 2 slaves, the conference will be ended and the other will be placed on hold.
- When the master makes more than one consultation, the Toggle feature will switch between the last two calls on hold.
- A new participant may only be added if there is only one slave on hold. If more than one participant is on hold, the master should disconnect them until only one is left, and then add the new participant.
- The TAPI interface only supports 3 participants in a conference, therefore it is not possible to add a fourth member if at least one of the participants is being monitored by the TAPI

Step by step

Removing a participant

The master extension can remove a slave extension at any time, while keeping the other participants in the conversation.

Required: A conference activated and the extension as master.

CONF:n PARTIC.

The display shows the number of participants.

SEE CONF PTYS.?

Select and confirm.

NEXT?

Select the participant to remove and confirm.

REMOVE CONF PTYS.?

Select and confirm to remove the participant.

To return to the main menu

LEAVE LIST?

Select and confirm to return to the menu main.

Leave the conference

When you leave the conference, a new master extension will be designated automatically.

Required: A conference activated and the extension as master.

CONF:n PARTIC.

The display shows the number of participants.

LEAVE CONF?

Select and confirm to leave the conference.

or

or

Replace the handset or press the SPEAKER key

Considerations:

- S_0 telephones and external telephones cannot be designated as master. If the conference does not have an extension that can be master, the conference will be ended. Except when only two external lines are in conversation and the external-to-external transfer feature is activated.
- If external call timer is activated and the master extension leaves the conference, the timer stays activated. When the time is up, the external lines will be disconnected but the other members of the conference will keep talking.

Step by step

End a conference

The master extension can end the conference, disconnecting all the participants.

Required: A conference activated and the extension as master.

CONF:n PARTIC.

The display shows the number of participants.

Press to access the Service menu.

MORE FEATURES?

Select and confirm.

#3=END CONF?

Select and confirm.

or

END CONF?

Select and confirm.

or

END CONF.

Press "End Conf" key.

Step by step

Parking[1]

The parking feature can place up to 10 internal or external calls on hold and answer these at any extension.

Required: A call must be in progress.

Press to access the Service menu.

*56=PARK CALL? — Select and confirm.

or

Enter the code for parking a call.

or

PARK — Press the "PARK" key.

0 ... 9 — Select a parking slot (e.g., 0).

or — Replace the handset or press the SPEAKER key

Recovering a parked call

Press to access the Service menu.

#56=RTRV CALL? — Select and confirm.

or

Press to access the Service menu.

Enter the code to retrieve the call.

or

PARK — Press the "PARK" key.

0 ... 9 — Select a parking slot (e.g., 0).

Start conversation.

[1] If the slot selected is busy, a rejection tone is heard.
If a call that was placed on parking is not recovered after a specified timeout, it is sent back to the originating extension.

Step by step

General parking[1]

General parking allows external calls to be placed on hold using a programmable key (**"Programming the keys"**) configured with this option or using the display menu and retrieved from any extension that has a "**Seizure of a specific Line**" key configured with the same external line or using the respective feature code.

The information that there is an external call parked on a certain line can be viewed using the LED indicator of the key programmed with the "**Seizure of a specific Line**" feature that will blink slowly in the extensions activated.

Required: An external call must be in progress.

Press to access the Service menu.

GENERAL PARKING?

Select and confirm.

or

GNRL PARKING?

Press the "GNRL PARKING" key.

---

or

Replace the handset or press the SPEAKER key

Recovering a parked external call

Press to access the Service menu.

MORE FEATURES?

Select and confirm.

*63=RTRV LINE?

Select and confirm.

or

*63

Enter the code to retrieve the call.

Enter the number of the external line where the call is parked (for example: 801).

or

LINE 801

Press the "LINE 801" key, for example, for recovering a parked call.

Start conversation.

[1] If the slot selected is busy, a rejection tone is heard.
If a call that was placed on parking is not recovered after a specified timeout, it is sent back to the originating extension.

Step by step

Suffix dialing[1]

Suffix dialing allows an extension to send information or MF commands during a call (e.g: for telebanking).

Required: The call is in progress and the system accessed is ready to receive the information/codes.

Enter the information requested by the answering service.

Wait for confirmation of the data.

Flash on analog trunk

The flash on external line feature allows the caller to send a flash signal when making an external call (e.g.: Master PABX commands).

Required: An external call must be in progress.

Press the Flash key.

or

Press to access the Service menu.

Select and confirm.

or

Enter the code for sending a flash signal over the external line.

or

Press the FLASH key.

Follow the instructions to make your selections.

[1] This feature differentiates the numbers entered from system service numbers.

Step by step

Retrieving a call on hold

This feature allows you to retrieve a call on hold because the destination number was busy.

Once the call is resumed, the destination is disconnected.

Required: A consultation was completed and the destination is busy.

RET HELD CALL? ↵ Confirm.

or

*0 Enter the code to return to the first call.

Wait to return. Proceed with the conversation.

Account code[1]

External calls can be assigned **account code**s which provide more control over telephone costs. This information may be presented on the billing ticket. An account code is specified by a sequence of up to 10 random digits (0...9). For example, the number of a lawsuit.

In system telephones, this feature is selected before or during a call, using the menu, an account code or a programmable key, according to the switch. Consult the support technician for further information.

Required: Account codes must already be defined and the system's support technician must have defined the mode in which the feature works.

External outgoing calls

Press to access the Service menu.

▲ *60=ACCT CODE? ↵ Select and confirm.

or

*6mno0 Dial the code to enter with the account code.

or

ACCOUNT CODE ● Press the "ACCOUNT CODE" key.

[1] This information may or may not appear on the billing ticket (see Programming manual - call detail report - Ticket account code). You do not require an account code to dial emergency numbers. When a "External line reservation" is made, the account code will be stored to be used automatically later when the "reserve" calls back.

Step by step

Enter the account code (a sequence of up to 10 digits from 0 to 9).

If the account code has not been configured using HiPath 1100 Manager or the option to validate the account code is deactivated, this key closes the sequence of digits if the code has fewer than 10 digits.
If the account code has been configured using HiPath 1100 Manager and the option to validate the account code is activated, this key should not be used.

Enter the code to access an external line (e.g., 0) and the external number you want to call.

Wait for the call to be answered. Start conversation.

Incoming external calls (optional)

Required: During the conversation.

Press to access the Service menu.

*60=ACCT CODE?

Select and confirm.

or

ACCOUNT CODE

Press the account code key.

Enter the account code (a sequence of up to 10 digits from 0 to 9).

If the account code has not been configured using HiPath 1100 Manager or the option to validate the account code is deactivated, this key closes the sequence of digits if the code has fewer than 10 digits.
If the account code has been configured using HiPath 1100 Manager and the option to validate the account code is activated, this key should not be used.

Proceed with the conversation.

Step by step

It is also possible to configure the system so that it is either mandatory or optional to enter an account code at the start of the call. These settings can be configured using HiPath 1100 Manager (see Account codes - A31003-K1160-B810-*-*) or programming code (see Programming Manual, A31003-K1160-B804-*-*, Account code type).

The account code can be configured in advance using HiPath 1100 Manager (see Account codes - A31003-K1160-B810-*-*). If it has been configured and the option to validate the account code is selected, only the configured codes will be accepted. If an invalid account code is typed in, a negative tone will sound or a message will be displayed.

Functions used when receiving calls

Answering calls

Extensions receive different ringing signals and tones depending on the **type of call** being received and the specified **country setting**. For example, some types of ringing signals are:

- When receiving an internal call or callback, the telephone rings twice (two short beeps) at 4-second intervals (double sequence).
- When receiving an external call, the telephone rings once (single beep) at 4-second intervals
- When receiving an entrance telephone call, the telephone rings three times (triple beeps) at 4-second intervals.
- When receiving a second call, a short tone (beep) is heard at 6-second intervals.
- When receiving an alarm clock call, the telephone rings twice (a long and a short beep) at 4-second intervals).
- On system telephones volume control is adjusted individually on each set during calls.

Step by step

The display shows the caller's number, if Caller ID has not been blocked by the caller. On the HiPath 1100, if you record a name associated to the number the name will also be displayed (if so configured by your system's support technician).

...Using the Handset

<< 🔔 >> The extension rings. The display shows the Caller ID information.

Lift the handset.

...Using the speakerphone

<< 🔔 >> The extension rings. The display shows the Caller ID information.

Press the SPEAKER key.

Answering a call on hold

If there is an intermittent signal in the background when a conversation is in progress, it means there is a second or an urgent call being made to that extension.

Required: A call must be in progress.

CALL WTNG? Select and confirm.

or

Press to access the Service menu.

* 5 5 Enter the code for answering a call.

or

CALL WAITING Press the "CALL WAITING" key.

or

TOGGLE? Select and confirm.

or

Press to access the Service menu.

* 2 Enter the code to switch between two calls.

Wait for the call to be answered. Start conversation.

The first call is put on hold.

Step by step

Switching between calls (→ page 46)

TOGGLE? Select and confirm.

or

Press to access the Service menu.

Enter the code to switch between two calls.

or

TOGGLE Press the "TOGGLE" key.

Wait to return. Proceed with the conversation.

Pickup

Group[1]

The group pickup feature allows any group extension to answer a call that rings at a different extension belonging to the same group (Ask your system's support technician).

Required: The extension rings briefly. The display shows: CALL PICKUP GRP

PICKUP-G? Confirm.

or

Press to access the Service menu.

Enter the code for picking up a group call.

or

PICKUP GROUP Press the PICKUP- GROUP" key.

Wait. Start conversation.

[1] An external call takes precedence over an internal call. In the event of a recall, only the extension of the group that activated the feature can answer it. For further information about the group pickup feature, see Programming an extension - Pickup groups, on the Programming manual.

Step by step

Individual

The Individual pickup feature allows a system extension to answer a call that rings in a different known extension number.

Required: A known extension is ringing.

Press to access the Service menu.

*59=PICKUP-D?

Select and confirm.

or

Press to access the Service menu.

Enter the code for individual pickup.

or

INDIVIDUAL PICKUP

Press the INDIVIDUAL PICKUP key.

Enter the extension number (e.g. 11/101).

Wait. Start conversation.

Call forwarding[1]

This allows a call to be forwarded up to two times[2] to another extension or call group, or even for a configured external number.

Internal

Internal call forwarding reroutes calls made to an extension to another specified extension or to a group associated to a voice mail server, Call group (CG) or Fax/DID.

FWD ON?

Select and confirm.

or

Enter the code for call forwarding.

[1] When a UCD agent enables call forwarding, the agent is automatically logged out of the group. When the agent is logged into the group, call forwarding is deactivated. When a UCD agent enables call forward no answer, the agent's status becomes unavailable. When the status is available, call forwarding is deactivated. Disabling call forwarding does not affect the UCD agent status.

[2] Cascaded forwarding is possible up to the third destination, i.e., **destination 1** has call forwarding to **destination 2** and **destination 2** has call forwarding to **destination 3**. Any call to **destination 1** will be forwarded to **destination 3**. If **destination 3** has call forwarding, this will not be made (see Programming Manual - A31003-K1160-B804-*-*, Cascaded call forwarding).

Step by step

Enter the number for the
1. Extension you want to call (e.g., 11/101).
2. UCD subscriber group for voice mail (e.g., 790).
3. Call group (e.g 770)

SAVE? ↵ Confirm.

External[1]

The external call forwarding feature allows calls made to a specific extension to be forwarded to an external number.

▲ FWD ON ? ↵ Select and confirm.

or

✱ 1 1 Enter the code for call forwarding.

Enter the number for accessing an external line:
1. For example, 0;
2. A group of external lines (e.g., 890).

Wait for a dial tone.

Enter the number you want to call.

SAVE? ↵ Confirm.

When there is no answer[2]

The call forward no answer feature allows rerouting a call made to a specific extension to another extension, a voice mail subscriber group or an external number, after a specified timeout that can be pre-programmed or if busy.

Press to access the Service menu.

▲ MORE FEATURES? ↵ Select and confirm.

▲ *14=CFNR ON? ↵

[1] Call forwarding on an analog line times out after 5 minutes of conversation. Call forwarding does not take place when the external destination number is busy. When a call is forwarded by the internal entrance telephone, it is disconnected after 1 minute of conversation.

[2] The call rings at the destination extension until the preset timeout expires (see Programming manual, Programming an extension - call forward no answer) or is forwarded immediately if busy.

Step by step

or

✱ 1 4 — Enter the code for internal call forwarding.

Enter the number for the
1. Extension you want to call (e.g., 11/101).
2. UCD subscriber group for voice mail (e.g., 790).
3. Call group (e.g 770)
4. Access to an external line (e.g., 0) and the external destination number.

SAVE? ↵ — Confirm.

FORWARD TO: — If call forwarding is activated, the display will show "FORWARD TO:" during a period of time.

For Fax/DID[1]

When a Fax/DID module is installed, calls can be forwarded to Auto-answering mode.

Enter the type of call forwarding wanted:
1. ✱ 1 1 - Direct call forwarding
2. ✱ 1 4 - Call forward no answer

3 ... — Enter the call forwarding destination number.
1. 7 4 0 - FAX

TO: FAX — Call forward to FAX is indicated on the display.

2. 7 4 1 - Attendant (direct dialing to extension)

TO: DID — Call forward to DID is indicated on the display.

3. 7 4 2 - Fax/DID

TO: FAX/DID — Call forward to DID/FAX is indicated on the display.

4. 7 4 3 - Message

TO: ANNOUNCEMENT — Call forward to Greeting is indicated on the display.

SAVE? ↵ — Confirm.

[1] For further information about the Fax/DID module, see Fax/DID Auto-answering mode in the Programming manual.

Step by step

Conditional[1]

This feature is available when using a CTI (Computer Telephony Integration) interface.

Incoming calls can be forwarded to a specified destination list, as configured in a TAPI-type application such as a Windows TAPI Browser. The settings of the previous list or unconditional call forwarding will be replaced with the new list settings.

The following information is required for configuring a list:

- Incoming caller ID
- Day of the week and time
- Type of call (internal or external)

When more than one number have been specified for incoming calls to an extension, the call forwarding priority will be:

1. Checks to see if the Caller ID for the incoming call matches the number programmed for the extension
2. Checks to ensure that the Type of Call (internal or external) has been configured
3. Checks the time settings.

Required: The extension has permission for conditional call forwarding and the system is connected to a PC that has a TSB application installed.

1. Rules and conditions for call forwarding can be configured for each extension by using a Windows TSP application
2. Apply the settings to the extension desired.
3. From this moment on the extension will be forwarded.

```
CFC ON
```

The display shows that this feature is activated.

[1] The system allows up to 50 call forwarding numbers (see Programming manual,Programming an extension - Conditional forwarding limited by extension and external CFW).
Conditional call forwarding has priority over an unconditional call forwarding.
Conditional call forwarding is not available for S_0 extensions.

Step by step

Disabling call forwarding

This feature allows an extension to resume answering incoming calls.

Internal/External

Press to access the Service menu.

MORE FEATURES? — Select and confirm.

#11=FWD OFF? — Select and confirm.

or

#11 — Enter the code to deactivate call forwarding.

Conditional

Press to access the Service menu.

#0=RESET SRVC? — Select and confirm.

or

#0 — Enter the code to enable the features.

When there is no answer

When calls are not answered after a specified time, they will no longer be forwarded to another extension, voice mail subscriber group or external number.

Press to access the Service menu.

MORE FEATURES ? — Select and confirm.

#14=CFNR OFF — Select and confirm.

or

#14 — Enter the code to deactivate call forwarding.

Step by step

Do not disturb[1]

The Do not disturb feature prevents internal and external calls from being directed to an extension while allowing it to continue making and calls. When the handset is lifted there is a distinctive dial tone to remind the user that the feature is activated.

Press to access the Service menu.

MORE FEATURES ?

Select and confirm.

*97=DND ON?

or

#97=DND OFF?

or

* 9 7 or # 9 7

Enter the code to deactivate Do not disturb.

DND ON

The display shows that this feature is activated.

or

DND OFF

The display shows that this feature is deactivated.

Voice mail[2]

Voice mail is an information tool designed to facilitate communications within and outside of organizations. It is similar to electronic mailing, faxing, etc. The characteristic feature of voice mail is that communications are carried out by means of voice. More specifically, the main advantage of voice mail is that it allows the user to be accessible at any time, answering and receiving calls while maintaining other personal and direct communications.

[1] The extension activated with the feature Do not disturb is not warned about an urgent incoming call or a recall request. Moreover, it cannot be used as a destination for call forwarding. The attendant console or overflow extension cannot enable this feature. When an extension configured as a door opener enables this feature, only calls originating from the door opening device will ring.

[2] This feature is only available when the HiPath 1100 is connected to a voice mail server. This can be an organization's own internal server or it can be part of the services provided by a local carrier. Voice mail Servers provide a wide range of features. We recommend reading the Instruction Manual to familiarize yourself with the services provided and how to use them correctly.

Step by step

Users can retrieve messages:
- from their own telephones
- using an external or an internal telephone.

The voice mail server may be **Internal** or **External**. An internal voice mail server refers to a server owned by the company itself while an external voice mail server refers to a facility outsourced to a local carrier.

Internal Server

An internal voice mail server works with a UCD subscriber group that is configured during the programming process. This is known as a VMIe group Interface. To enable extensions to receive MWI (Message Waiting Indicator) from the internal voice mail server you must **enable** the internal MWI feature.

The configuration of a UCD subscriber group for the VMIe group Interface must fulfill these requirements:
- It must not be programmed as a DID for an external line
- It must not be configured for Overflow.
- The agent's auto-notes time interval must be set to at least 5 seconds.
- Queue size must be set at the maximum allowed (default)

External Server

A voice mail server outsourced to a local carrier works for specified extensions grouped as a "External MWI group" during configuration of the system. When there is a message in the mailbox, the extensions that belong to this group receive a MWI (Message Waiting Indicator) from the external voice mail server.

Step by step

Message Waiting Indicator (MWI)[1]

The Message Waiting Indicator (MWI) is used in the HiPath 1100 to help manage voice mail. With this feature when a mailbox (internal or external) receives a new message, a signal or tone indicates that there is a message waiting.

This indication is provided in the following manner:

- By means of a key programmed as a MWI, in the case of system telephones.
- By means of an icon shown on the display, in the case of Profiset 3030 system telephones or standard telephones with Caller ID (CLIP-FSK).

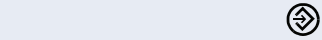
The signal indication is activated when the first message is received in the mailbox. The indication is deactivated automatically by the voice mail server.

MWI for system telephones[2]

When there is a message in the user's mailbox, the key configured will blink as an indication.

Programming a key as a MWI for the Internal Server

A programmable telephone key is assigned as an indicator for a new message in the mailbox by using an internal voice mail server.



Press to access the Service menu.

Select and confirm.

or

Enter the programming code a key.

Select a programmable key.

Confirm.

Select and confirm.

[1] When using an internal voice mail server, extensions must be programmed in the subscriber group to which voice mail was assigned (see Programming an extension - UCD subscriber group in the programming manual).
When using an external voice mail server (contracted with a local carrier), the extensions assigned to voice mail must be programmed and the service must be activated in the external MWI group (see Programming an extension - External MWI group in the programming manual).

[2] For system telephones without a display the signaling must be programmed using the HiPath 1100 System Manager application.

Step by step

SAVE? ↵ Confirm.

or

▲ ANOTHER KEY? ↵ Select and confirm.

Programming a key as a MWI for the external server[1]

A programmable telephone key is assigned as an indicator for a new message in the mailbox by using an external voice mail server.

Press to access the Service menu.

▲ *91=PROG KEY? ↵ Select and confirm.

or

✱ 9 WXYZ 1 Enter the programming code a key.

Select a programmable key.

CHANGE KEY? ↵ Confirm.

▲ MAILBOX? ↵ Select and confirm.

SAVE? ↵ Confirm.

or

▲ ANOTHER KEY? ↵ Select and confirm.

Activating receipt of an Internal MWI[2]

When a subscriber group is programmed as a VMIe group Interface, it becomes a voice mail subscriber group that can be activated for signaling the moment a new message is waiting (see Programming an extension - VMIe group Interface in the programming manual). This is the only group with permission to deactivate the internal MWI.

Press to access the Service menu.

[1] When this key is pressed, the message "XTRN WAIT MSG" will appear on the system telephone display.

[2] When all mailboxes of the Internal voice mail system are busy, the call is forwarded to the UCD subscriber group queue assigned to voice mail.
Remember: It is not possible to transfer calls to the voice mail system.

Step by step

MORE FEATURES ?

Select and confirm.

*68=INT WAIT MSG ON?

or

*68=INT WAIT MSG OFF?

or

Press to access the Service menu.

*68 or #68

Enter the code to enable or deactivate internal MWI.

INT WAIT MSG ON

The display shows that this feature is activated.

or

INT WAIT MSG OFF

The display shows that this feature is deactivated.

Enter the extension number assigned to the mailbox (e.g., 12/102).

Mailbox access

To access your mailbox, call the direct access number (Voice mail subscriber group) and follow the voice mail system prompts.

You can also do the following:

- Record/Change a greeting announcement to be played when there is a call.
- Listen to the messages left in your mailbox by callers.

or

Lift the handset or press the SPEAKER key.

or

MESSAGE

Select this key.

MESSAGE

Enter the direct access code (Voice mail subscriber group) for the voice mail system (e.g., 790).

Wait for the voice mail to answer the call.
Proceed with what you want to do by following the instructions given by the voice mail server.

Step by step

Voice mail forwarding

With this feature, calls that are received at a specified extension can be forwarded to a voice mail server (see → page 60).

Leaving a message

Most callers access the called party mailbox when the called party is not at the usual workstation (Voice mail forwarding). On such occasions, the caller hears a greeting announcement and can leave a message at the mailbox.

Example:

The HiPath 1100 receives a call of a user who is not at the company at that particular moment. The user's extension is programmed to use the Mail Voice feature and forward the call to your mailbox. The HiPath 1100 answers the call and connects the mailbox to the voice mail of the user who is not available to answer it.

The caller will hear a greeting announcement and will then be able to leave a message in the mailbox.

Entry voice mail (EVM)

The HiPath 1100 can be equipped with an integrated voice recording capability for voice mail .

The support technician can configure up to 24 standard mailboxes, 2 of which are for forwarding (message for day/night service). Two parallel actions are allowed for call transfer and auto-answering (2 message ports).

If the system's support technician has authorized the user to configure the mailboxes, then s/he may configure her/his own mailbox.

A personal voice **mailbox** answers the user's calls, plays a personal recorded greeting (or a default greeting) and allows the user to record his/her own message.

mailboxes allow callers not only to record a message or greeting but also to access them directly or via another mailbox.

Step by step

Example:

– The caller hears a message or music while waiting for an answer.
Example: "Hello. All our attendants are busy at the moment. Please hold the line".
– The caller may leave a message after the greeting.
Example: "The person you are calling is not available at the moment". Please leave your message after the tone.

When a call to an extension is forwarded to an EVM mailbox (call forward no answer or busy) a message is played, explaining why the call is being forwarded.

These messages are played before the greeting message and cannot be overwritten.

Messages:

- Call forwarding - Busy after call forwarding no answer: "User's connection is busy at the moment".
- Call forward no answer: "The user you are calling is not answering".

Mailbox greeting configuration

If the support technician has not already configured your personal voice mailbox.

Required: Voice mailbox configuration has been authorized by the system's support technician.

Enter the code for "Entry voice mail" (default = 790)

Enter the password for the mailbox (default = 1234).

Wait for the voice mail to answer the call.
Follow the voice mail prompts to make your selections.

It is recommended that you change the password after accessing your mailbox for the first time.
Only numbers are allowed (0-9). Do not use "1234" or "0000" .
If you forgot your password, please inform your support technician so that the default setting can be reset.

Step by step

EVM does not prompt for a mailbox number when the personal mailbox and an external line mailbox use the same password. For example, When a user accesses an EVM mailbox with the same password used for a mailbox from a line in which the user is a member, that mailbox is always considered as a personal mailbox.
The user must change his/her personal or external line mailbox password in order to access the external line mailbox to which he/she belongs.

Personal mailbox activation

In order for the calls to be answered by voice mail, you must first configure call forwarding → page 60 to 790 (=Entry voice mail) on your telephone.
When the DISA feature → page 42 is activated, calls made to your phone number can be forwarded to your Entry voice mail.

Checking you personal mailbox

Messages stored in your mailbox are indicated on your telephone as follows:

- An audible tone is heard when you lift the handset.
- The "Mailbox" key blinks if this feature has been configured → page 67.
- The number of messages stored is shown on the display. For example, "3 new messages".

The number of messages shown on the display is the total number for all messages contained in the personal and all other mailboxes for the lines the user is a member.

MAILBOX

Select the blinking key.

or

7 9 0

Enter the code for "Entry voice mail" (default = 790).

or

CALL VOICE MAIL?

Select and confirm.

Enter your personal mailbox password (default = 1234).

Step by step

Wait for the voice mail to answer the call.
Follow the voice mail prompts to make your selections.

In another internal extension

Enter the code for "Entry voice mail" (default = 790)

Enter your personal mailbox password (default = 1234).

Enter your mailbox number (the same as your internal extension number).

Wait for the voice mail to answer the call.
Follow the voice mail prompts to make your selections.

In an external telephone

Connect to your HiPath 1100.
Enter the MSN designated to your EVM by the system's support technician (check with the support technician).

or If call forwarding to Entry voice mail is activated:

+ Enter your external number (MSN) and press the Asterisk (*) key during the message playback.

Enter your personal mailbox password (default = 1234).

Enter your mailbox number (the same as your internal extension number).

Wait for the voice mail to answer the call.
Follow the voice mail prompts to make your selections.

If your HiPath 1100 is configured "...Using automatic seizure of an activated external line" (consult the system's support technician), press the Flash key before selecting your mailbox.

In DEC telephones, use "Suffix dialing" (MF)
→ page 54.

Step by step

Second attendant[1]

When a second attendant is configured, it receives calls forwarded by the first attendant (an extension or group) to the second attendant (an extension or group). This occurs when the first attendant is not available or does not answer the call within a specified period of time.

Groups[2]

A group consists of extensions joined by type or proximity. Its goal is to prevent calls from going unanswered when an extension is busy or absent.

Call groups (CG)

When a call to a Call group (CG) is received, it rings at all the extensions for that group. The first user (telephone) to answer the call initiates conversation with the caller. Once the call is answered the other telephones stop ringing.

Calling a Call group (CG)

Enter the Call group number.

- 770 to 779 = Call group (CG);

Wait for the call to be answered. Start conversation.

[1] A second attendant may also consist of a Fax/DID
Refer to the programming manual: Programming an extension - second attendant for MSN, and Programming an external line - Timeout for a second attendant to answer a call on an analog trunk.

[2] See Programming an extension - groups, in the Programming manual.

Step by step

Hunt groups (HG)

The Hunt group (HG) feature allows you to configure extension groups which are then assigned for answering calls directed to a specific number (up to 10 Hunt groups, from 780 to 789).

When a group receives an incoming call, the call rings at one extension at a time. If an internal or external call is not answered after a specified timeout, it rings at the next extension, and so on, until it is answered by an available extension. The selection of an extension where unanswered calls should ring is made in two different ways: linear or round-robin.

- A linear search always starts from the first extension in the group.
- A round-robin search starts after the last extension selected.

Calling a Hunt group (HG)

Enter the Hunt group number (HG).

- 780 to 789 = Hunt groups (HG)

Wait for the call to be answered. Start conversation.

Hunt group (HG) and Call group (CG) Login and Logout[1]

Hunt group (HG) and Call group (CG) login and logout allow an extension to join or exit one or more of its groups at any time.

Group login/logout

Select and confirm.

or

or

*85 or #85

Enter your group login (ON) or logout (OFF) code.

or

Press the "GP LOGON/GP LOGOFF" key.

or

[1] Each group member or non-member can also be accessed through its extension number.

Step by step

LOGON/LOGOFF GROUP ●

If the extension belongs to more than one group

JOIN GRP? ▲ ↵ Select and confirm.

or

LEAVE GRP? ▲ ↵

or

✱ 8 5 or # 8 5 Enter your group login (ON) or logout (OFF) code.

or

LOGON/LOGOFF GROUP ○ Press the "GP LOGON/GP LOGOFF" key.

or

LOGON/LOGOFF GROUP ●

---

770 X (Name) If an X appears next to the group number (e.g., 770) it means that a ringing signal for this group is activated.

If a name has been stored for this group, it will be displayed (if configured by the system's support technician).

or

770 (Name) If an X does not appear, it means that the ringing signal is deactivated.

or

Enter the Call group number.
- 7 7 0 to 7 7 9 = Call group (CG);

or

Enter the Hunt group number.
- 7 8 0 to 7 8 9 = Hunt groups (HG)

NEXT? ↵ Press to confirm. The next number in the group will be displayed.

or

JOIN GRP? ▲ ↵ Select and confirm.
The ringing signal for the group displayed is activated.

or

Step by step

LEAVE GRP?

Select and confirm.
The ringing signal for the displayed group is deactivated.

or

#= LV ALL GRPS?

Select and confirm.
The ringing signal for all groups is deactivated.

or

Enter the code for "LV ALL GRPS".

or

* = RJN ALL GRPS?

Select and confirm.
The ringing signal for all groups is activated again.

or

Enter the code for "RJN ALL GRPS".

UCD subscriber groups[1]

Each UCD (Uniform Call Distribution) subscriber group is formed by a maximum of 32 extensions. These extensions are assigned to answer calls destined to a specific number that identifies the group.

The users of these extensions are called agents.

Calling a UCD group

Enter the UCD group number.

- 790 to 799 = UCD group;

Wait for the call to be answered. Start conversation.

[1] Internal or external calls to a UCD subscriber group are routed to the extension that has been free the longest. Calls made to a specific extension do not affect the way calls are distributed. Login/Logout, available/unavailable, and processing later activity is recorded for statistical purposes only. For more details see Programming manualProgramming an extension - UCD subscriber group in the.
UCD subscriber groups are used for voice mail functions.

Step by step

UCD group login/logout[1]

Allows an agent, at any time, to enter a group to which he/she belongs.

Group login/logout

GP LOGON? → Select and confirm.

or

GP LOGOFF? →

or

*401 → Enter the code to login or logout of the UCD group.

or

#401 → Enter the code to login or logout of the UCD group.

or

GP LOGON/GP LOGOFF → Press the "UCD GP LOGON/LOGOFF" key.

or

GP LOGON/GP LOGOFF

If the extension belongs to more than one group

GP LOGON? → Select and confirm.

or

GP LOGOFF? →

or

*401 → Enter the code to login or logout of the UCD group.

or

#401 → Enter the code to login or logout of the UCD group..

or

GP LOGON/GP LOGOFF → Press the "UCD GP LOGON/LOGOFF" key.

or

[1] Once an agent is connected (logged in) to a group, the agent will be automatically disconnected (logged out) from the previous group.
When a UCD agent enables call forwarding, the agent is automatically logged out of the group. When the agent is logged into the group, call forwarding is deactivated. When a UCD agent enables call forward no answer, the agent's status becomes unavailable. When the status is available, call forwarding is deactivated. Disabling call forwarding does not affect the UCD agent status.

Step by step

GP LOGON/GP LOGOFF

790 X (Name)

If an X appears next to the group number (e.g., 790) it means that the ringing signal for this group is activated.

If a name has been stored for this group, it will be displayed (if configured by the system's support technician).

or

790 (Name)

If an X does not appear, it means that the ringing signal is deactivated.

or

Enter the UCD group number.

- 790 to 799 = UCD group;

NEXT?

Press to confirm. The next number in the group will be displayed.

or

GP LOGON?

Select and confirm.
The ringing signal for the group displayed is activated.

or

GP LOGOFF?

Select and confirm.
The ringing signal for the displayed group is deactivated.

or

UCDGRP ON/OFF?

Select and confirm.
The ringing signal for all groups is activated/deactivated.

Available/Unavailable agent for a UCD group

Activates an agent to start receiving calls within a group or to stay away from the group, for example, in the event of a meeting.

Available/Unavailable agent

GP AVAIL ?

Select and confirm.

or

GP UNAV ?

or

Step by step

*40ghi2abc

Enter the code to become available in the UCD group.

or

#40ghi2abc

Enter the code to become available or unavailable in the UCD group.

or

GP AVAIL/GP UNAV

Press the " UCD GP AVAIL/UNAV" key

or

GP AVAIL/GP UNAV

AVAILABLE

The display indicates that the agent is available.

or

NOT AVAILABLE

The display indicates that the agent is unavailable.

The message will only be shown if the extension is on the hook.

UCD agent in service out of service

This allows an agent to resume receiving calls in a group once he/she is available again.

Or it prevents an agent from receiving calls within a group when he/she is busy with a request, such as a customer's inquiry.

Agent In Service/Out of Service

WORK ON?

Select and confirm.

or

WORK OFF?

or

*403def

Enter the code to switch the status to in service or out of service.

or

#403def

Enter the code to remove the extension from the service.

or

IN SERVICE / OUT OF SERVICE

Press the "IN SERVICE / OUT OF SERVICE" key.

or

Step by step

IN SERVICE / OUT OF SERVICE

IN SERVICE

The display indicates on that the agent is in service.

The message will only be shown if the extension is on the hook.

Show queue size to UCD agent

This shows the number of calls in the hold queue of the UCD agent for 5 seconds on the left of the first line of the display.

Required: The extension should be logged in to the UCD group.

Press to access the Service menu.

MORE FEATURES ?

Select and confirm.

*405=SHOW QUEUE?

or

*405

Enter the code to show calls in the queue.

or

SHOW QUEUE

If the LED is lit, press the "Show queue" key.

Calls in the queue:(X)

The number of calls in the hold queue is shown.

Collect call barring

When this feature is activated, the system automatically rejects all incoming collect calls over a digital line. Calls received over an analog line are rejected only at the moment they are answered.

Types of collect call barring:

- Collect call barring by extension
  (see Programming an extension - collect call barring by extension, in the programming manual)
- Collect call barring for a UCD subscriber group
  The system bypasses collect call barring for members and non-members of the UCD group. This means that collect call barring is only acknowledged.

Step by step

(see Programming an extension - collect call barring for a UCD subscriber group, in the programming manual)

- Collect call barring for Fax/DID
  Call barring will not work for calls transferred to a Fax/DID.
  (see Fax/DID - collect call barring for Fax/DID, in the programming manual)

Overflow extension[1]

An overflow extension only receives calls when the extension that was called is not available, that is, when it is busy, there is no answer, or the number called does not exist.

Examples:

- The extension called is activated for room monitoring (Babyphone)
- The extension that was programmed as the first attendant is currently assigned as internal entrance telephone
- No first attendant has been configured for the extension

Another way to access an Overflow extension is by dialing its internal number

[1] The overflow extension cannot be configured or used for Fax (see Programming an extension - overflow extension, in the programming manual).

Step by step

Miscellaneous functions

Changing the Password for the electronic lock

This is a security feature that protects against unauthorized use by setting a personal password.

Press to access the Service menu.

*93=CHNG PIN?

Select and confirm.

or

*9 wxyz 3 def

Enter the code to change the password.

Enter the current 5-digit password for the electronic lock (default is 00000).

Enter a new password.

Confirm the new password.

If you forget your password, contact your system's support technician to reset the default password "00000".

Electronic lock[1]

The electronic lock allows the user to prevent unauthorized persons from making calls from that particular extension.

When an extension is configured for using a special Class of Service (see Main Configurations – special class of service for blocked extensions, in the Programming manual) it will allow specific functions. For instance, when an electronic lock is activated for an extension authorized for international calls, that extension will only allow local calls (seeTechnical Support).

CHGOVR ON ?

Select and confirm.

or

[1] It will be possible to make external calls using the Speed Dial phonebook or an authorized password for that specific extension. When an extension is blocked, a distinctive dial tone is heard when the handset is lifted.

Step by step

CHGOVR OFF ?

or

*66 or#66

Enter the code to deactivate the electronic lock.

Enter your 5-digit password (the default is: 00000).

LOCK PHONE

The display shows that this feature is activated.

or

UNLCK PHONE

The display shows that this feature is deactivated.

Music on hold

This feature plays pre-programmed music during the time an external call is on hold (see General programming - music on hold in the programming manual).

The music can be heard, for instance, through a system telephone speaker, as background music.

MOH ON?

Select and confirm.

or

MOH OFF?

or

*9410

Enter the code to enable music on hold.

or

#9410

Enter the code to deactivate music on hold.

PLAY SYS MUSIC

The display shows that this feature is activated.

or

SYS MUSIC STOP

The display shows that this feature is deactivated.

Step by step

Busy signal when extension is busy

This features allows all telephones in the "Busy Signal" group to automatically switch to a busy signal when a member of the group has a call in progress (see Programming a digital trunk - busy signal, in the programming manual). External calls do not ring (on digital lines the caller hears a busy signal).

This is useful when there is only one person of the group available and this person does not want to interrupt the conversation in progress.

Press to access the Service menu.

Select and confirm.

or

or

Enter the code to enable Busy Signaling.

or

Enter the code to deactivate Busy Signaling

The display shows that this feature is activated.

or

The display shows that this feature is deactivated.

Step by step

Language/country settings

This allows you to configure the system specifically according to the country.

Language and currency settings for the telephone display can also be configured.

Required: The extension has permission to use this feature.

Press to access the Service menu.

MORE FEATURES ?

Select and confirm.

*9412=CTRYDEF

or

*9412

Enter the code to select a country.

Enter the country code (8 digits).
The code is stored and the system is restarted.

Country	Code
Brazil	14463075
Chile	30259680
Portugal	37496521
Vietnam	48220818
Thailand	50692539
Ukraine	50889647
Mexico	51911111
Pakistan	51951328
Greece	52632505
IM French	52633110
Venezuela	56589679
South Africa	58049590
Russia	64243015
Canada	67831496
Singapore	74857265
Peru	75051002

Step by step

Country	Code
Malaysia	76010255
IM English	85315585
Spain	96149549
China	98245912
China2	98245924
IM Spanish	98256348
India	98274553
Argentina	99195953
Philippines	99251479
Turkey	53951509
Latvia	23730903
Lithuania	54369901
Italy	70129594
Australia	99168546
United Kingdom	54721445
France	68141859
Korea[1]	99251480
Germany	45109382
Netherlands	49545821
Belgium	25279542
Austria	48376691
Czech Republic	98385917

[1] The numbering plan changes as follows:

a) Access to the group of external lines (→ page 19) is done with digit "9" instead of "0";

b) Calling an operator terminal (→ page 35) is done with digit "0" instead of "9";

c) group call pickup (→ page 59) is done with sequence "*0" instead of "*57";

d) Recovery of a parked call (→ page 55) is done with sequence "*57" instead of "*0";

Step by step

Relay[1]

The relay on the HiPath 1120 music module is used to control all peripheral equipment, such as the door opener, etc.

Press to access the Service menu.

*90=RELAY ON? — Select and confirm.

or

*90=RELAY OFF? — Select and confirm.

or

*90 or #90 — Enter the code to enable or deactivate the relay.

If a Fax/DID feature was configured...

The relay can be controlled by a remote MF telephone

Required: The remote telephone must have a conversation in progress with the system's programming extension.

Press to access the Service menu.

*90=RELAY ON? — Select and confirm.

or

*90=RELAY OFF? — Select and confirm.

or

*90 or #90 — Enter the code to enable or deactivate the relay.

Enter the system password at the remote telephone (the default is: 31994).

Relay status check

This feature allows you to check if the relay is ON or OFF.

Required: System telephone with a display.

Press to access the Service menu.

MORE FEATURES ? — Select and confirm.

[1] Enable (contacts closed) or Deactivate (contacts open) the relay immediately or after a specified time (see Relay and Sensors in Programming manual, HiPath 1120).

Step by step

*9414=RLA CHK

or

*9414

Enter the code for checking the status of the relay.

Activating/Disabling a general alarm

If the support technician configured the alarm feature for your extension, it will ring whenever there is an alarm condition on the HiPath 1100.

Answer the call to acknowledge that the alarm was detected. If the alarm call is not acknowledged, a new attempt at a call will be made (as programmed) and the extension will ring again.

Required: The display shows "CALL: RLA CHK..."and your telephone will ring three times (three short beeps) at 4-second intervals.

or

Lift the handset or press the SPEAKER key.

or

Replace the handset or press the SPEAKER key

Step by step

Disabling a general alarm

If an alarm system has been activated, in addition to the alarm signal, it can be deactivated.

#9wxyz 4ghi 1 4ghi

Enter the code to deactivate a general alarm.

Enter the access code (default is 31994).

Alarm clock

The alarm clock allows you to program an extension to send the user a reminder at a specific time, at fixed time intervals or cyclically.

To use this feature you must specify and store the time when the reminders alerts should be sent. Time alerts can be set for:

- Daily reminders
- Daily except weekends
- A reminder after a specified period of time
- A reminder for a specific date

Scheduling Time Reminders

Press to access the Service menu.

*46=ALARM ON?

Select and confirm.

or

*4ghi 6mno

Enter the code to set the alarm clock.

1= DAILY?

Select and press to confirm the type of scheduled time reminder you want.

or

2=NOT WEEKEND

or

3=AFT TIMEOUT

or

4=SPEC DAY

or

1 **or** 2abc **or** 3def **or** 4ghi

Enter an option.

Step by step

For type 4 timed reminder only

Enter the day, month, hour, minutes (e.g., 05080830 for August 5, 8:30 a.m..

SAVE?

Confirm.

or

If you make a mistake:

PREVIOUS?

Select and confirm. All digits that were entered are deleted and the display returns to the Time Reminder options.

Enter the hour in a 4-digit format. For example, 0905 for 9:05 a.m. or 1430 for 2:30 p.m.

SAVE?

Confirm.

or

If you make a mistake:

PREVIOUS?

Select and confirm. All digits that were entered are deleted and the display returns to the Time Reminder options.

Deleting/Checking a Scheduled Time Reminder

Press to access the Service menu.

#46=ALARM OFF?

Select and confirm.

or

Enter the code to delete a timed reminder.

DELETE?

Confirm.

or

END?

Select and confirm.

Scheduled Time Reminder Call

Required: A time reminder was scheduled.

TIMED REMIND

The telephone rings. The scheduled time is displayed.

or

Lift the handset or press the SPEAKER key.

Step by step

Alarm clock/Announcement association

The alarm clock/announcement association allows you to associate an announcement to the scheduled time reminder feature. The second announcement of the voice mail will be used to be played at the answering of a timer reminder call.

Lift the handset.

*260 Enter the code.

Enter the extension number for which the announcement has to be associated (e.g., 11/101).

Wait for a confirmation tone.

Replace the handset.

COS (Class of Service) changeover[1]

The COS changeover feature authorizes the user to use a different system extension temporarily to make calls as if he was at his own extension but with a lower class of service.

Press to access the Service menu.

MORE FEATURES ? Select and confirm.

*508=WLKNG COS?

or

*508 Enter the code for COS changeover.

Enter the extension number for which you have authorization (e.g., 11/101).

Enter the 4-digit password for the electronic lock (default is 0000).

Enter the code to access an external line.

[1] COS changeover must be activated in order for an extension to use another extension (see Main Configurations - COS changeover in the Programming manual).

Step by step

Wait for a dial tone.

Enter the external number you want to call.

Wait for the call to be answered. Start conversation.

Once the handset is on-hook, the extension can use its regular class of service.

Data protection[1]

The data protection feature prevents audio signals generated by the system from affecting data equipment connected to the extension, such as faxes, modems, Internet connections or answering machines.

Press to access the Service menu.

*490=CW TRM ON?

Select and confirm.

or

#490=CW TRM OFF?

or

*490

Enter the code to enable data protection.

or

#490

Enter the code to deactivate data protection.

[1] Data protection cannot be activated if the extension is configured as an overflow extension or as an attendant console.
If the extension is an MSN attendant console and enables this feature, external calls will be forwarded to an overflow extension.

Step by step

Call waiting signaling tone

With this feature you can block/allow a second call to automatically send a signal (call waiting) when a conversation is in progress.

Required: The extension being called is busy.

Press to access the Service menu.

MORE FEATURES ?

Select and confirm.

#87=WAIT ON?

or

*87=WAIT OFF?

or

87 or * 87

Enter the code to enable or deactivate the call waiting signal.

Step by step

Disabling a feature

The feature deactivation function allows an extension to deactivate the following features simultaneously:

- Call forwarding (conditional and immediate unconditional)
- Headphone
- Do not disturb
- Data protection
- Alarm clock
- Callback
- Urgent Call
- Handsfree answerback

Press to access the Service menu.

Select and confirm.

or

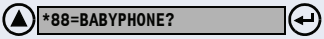
Enter the code to enable the features.

Room Monitor[1]

The Room Monitor feature uses a telephone handset as a microphone to capture audio signals in a room.

To enable

Press to access the Service menu.



Select and confirm.

or

Enter the code to enable the Room Monitor feature.

or

Lift the handset and position it facing the object to be monitored. Or press the SPEAKER key.

To deactivate

or

Replace the handset or press the SPEAKER key

[1] When the Fax/DID module is installed, you can monitor an environment even from an external telephone. After the answering message completes, enter the extension number assigned to the feature, then enter the extension password (same as the electronic lock).
This cannot be activated for an overflow extension or members of a Hunt group.

Step by step

Room Monitor

... From an Extension

Enter the extension number for the room you want to monitor (e.g., 11/101).

Wait. The user calls the extension assigned to the feature to hear the audio signals present.

... From an external telephone

Required: The telephone must be a DTMF telephone or you must be able to switch it to DTMF. The telephone is not connected to the system.

Connect to the HiPath 1100. Enter the DISA-MSN number (ask your support technician).

Wait for a continuous tone (if necessary, switch to DTMF) then enter your internal number and the lock's password.

Enter the number for the extension to be monitored.

Wait. The user calls the extension assigned to the feature to hear the audio signals present.

Night service[1]

The night service feature enables DIDs on the night table. It can be activated or deactivated at any system extension.

When night service is ON - for example, at lunch time or after business hours– all external calls are forwarded to a specified internal extension (night destination). The category of the extension may or may not be changed.

The night service extension and the required password for activation/deactivation are specified by the system's support technician.

[1]Extensions are configured during system programming (see Programming an extension - night service in the Programming manual).
If night service is ON, a distinctive tone will be heard when you lift the handset.
An extension's category may be changed.

Step by step

The support technician may also specify a time for automatically enabling/deenabling night service. Automatic night service does not function when Manual control is on.

NT ANS ON

Select and confirm.

or

NT ANS OFF

Select and confirm.

or

* 4 4 or # 4 4

Enter the code to enable or deactivate night service.

or

NIGHT SERVICE

Press the "NIGHT SERVICE" key.

or

NIGHT SERVICE

Enter your 5-digit password (the default is: 31994).

Call forwarding when there is no answer on a digital line

In some circumstances incoming calls over a digital line are forwarded to an Overflow extension after a specified timeout.

1. When no MSN number is assigned to an extension number.
2. When an MSN number is assigned to an extension number. The MSN number incoming call rings at the extension assigned to it. If the extension that received the forwarded call does not answer after a specified timeout (default of 30 seconds), the call is rerouted to the Overflow extension;
   "Call forward no answer With Timeout" is set using the code 30.
3. When an MSN number is assigned to an extension number. The extension assigned is configured for a second attendant using the code "*14". The MSN number incoming call rings at the extension assigned to it. If a call is not answered after a specified timeout (default of 30 seconds), the system again reroutes the call to an extension configured as second attendant. If the call is still not an-

Step by step

swered after the specified timeout (default is 30 seconds), the call is rerouted to the Overflow extension.

4. When an MSN number is assigned to an extension number. The extension assigned is forwarded to another extension. The incoming MSN call will ring at the call forwarding extension destination. If the extension that received the forwarded call does not answer after a specified timeout (default of 30 seconds), the call is rerouted to the Overflow extension.
5. When an MSN number is assigned to an extension number. The extension assigned is not able to receive a call forwarding signal. For example, it may be configured for data protection.

Entrance telephone - door opener[1]

This feature lets the system allow certain pre-programmed extensions to order a door to open using an entrance telephone device equipped with door opening control.

Required: The entrance telephone extension has permission to open the door.

A call is received from the entrance telephone

Lift the handset or press the SPEAKER key and identify the person who wants to enter.

or

Press the "OPEN DOOR" key once to answer.

Press to confirm.

or

Press to access the Service menu.

Select and confirm.

or

Enter the code to open the door.

[1] Extensions authorized to open doors are configured during system programming (see entrance telephone in the Programming manual).
An urgent call warning tone is played when the extension configured to answer the entrance telephone is busy.

Step by step

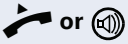
or

OPEN DOOR

Press the "OPEN DOOR" key a second time to open.

The extension is in sleep mode and calls the entrance telephone

In this case the entrance telephone will receive a call signal.



Lift the handset or press the SPEAKER key and identify the person who wants to enter.

or

OPEN DOOR

Press the "OPEN DOOR" key once to call.

Press to access the Service menu.

*61=OPEN DOOR?

Select and confirm.

or

Enter the code to open the door.

note

For the two options above, if the system has more than one entrance telephone installed and the extension had permission to open the door, the system will request the extension number of the entrance telephone.

ENTR. PHON. EXTENSION?

Asks you which entrance telephone you wish to open the door.

Enter the entrance telephone extension (for example: 12/102).

or

OPEN DOOR

Press the "OPEN DOOR" key a second time to open.

Activating system programming

The system programming mode allows extension 11 on the HiPath1120/1150 and extension 101 on the HiPath 1190 to access the programming codes and change system features.

Press to access the Service menu.

MORE FEATURES ?

Select and confirm.

*95=SYSADMIN ?

Step by step

or

*9 WXYZ 9 JKL 5 — Enter the programming code.

Enter your 5-digit password (the default is: 31994).

Enter the codes and their complements according to Programming manual.

Remote configuration[1]

The remote configuration feature allows remote configuration of the HiPath 1100.

Using an MF Telephone

Required: The programming extension must have a conversation in progress with the remote programmer.

Press to access the Service menu.

▲ MORE FEATURES ? ↵ — Select and confirm.

▲ *991=REM. ADM? ↵ — Select and confirm.

or

*9 WXYZ 9 WXYZ 1 — With a conversation in progress enter the programming extension code to transfer control of the HiPath 1100 to the remote programmer.

The remote programmer must now enter the system's password on an MF telephone (the default is 31994) and wait for a confirmation tone.

To set the required configuration, proceed as if the remote telephone were locally connected to the system.

If there is a DID installed

If the system is equipped with a Fax/DID module programmed as an external line DID.

*9 WXYZ 5 JKL — Enter the code using a remote MF telephone after the call is answered.

[1] If the system's serial port is connected to a modem with access to a telephony network, and the remote PC has a modem installed, remote configuration can be carried out using the HiPath 1100 System Manager application. Ask your support technician how to do this.

Step by step

The remote programmer must now enter the system's password on an MF telephone (the default is 31994) and wait for a confirmation tone.

To set the required configuration, proceed as if the remote telephone were locally connected to the system.

If an external programmer does not carry out the programming within a specified time period, the remote configuration process times out.

Using the HiPath 1100 System Manager application[1]

Required:

- Analog line: The system's serial port and the remote PC must be connected to a modem with access to the telephone network.
- Digital line: The S_0 optional module must be connected to an ISDN-type digital line, and the remote PC must have an ISDN modem installed and connected.

Press to access the Service menu.

MORE FEATURES ?

Select and confirm.

*992=REMOTE ADMIN ON?

or

Enter the code to enable remote configuration/upgrade in the programming extension.

The system will be available for remote configuration via the application for a specified time period.

[1] The system must be activated during a conversation by configuring certain parameters (see General programming - remote configuration in the Programming manual). For further information on how to use the HiPath 1100 Manager application refer to the instructions in the Help file.

Step by step

Fax Received

If the system has a Fax/DID Module and a fax machine, you can program a key to indicate when a fax was received.

Required: Fax/DID Module installed and configured.

FAX RECD? ↵

Confirm.

or

FAX RECD

Press the "FAX RECD" key.

Associated group[1]

The associated group feature provides quick access to extensions that must communicate continually. With this feature many non-masters (Secretaries) can be assigned to one Executive telephone.

Required: The associated group feature must be configured (see Programming an extension - associated group, in the programming manual),

For example, by using "Programming the keys" on system telephones, you can program "Direct communication call" (code *80) + destination extension (non-master in the master, and master in the non-master) in the master extension.

When the programmed key is activated, the extensions enter conversation mode (the speaker at the extension called is activated). If the master extension initiates the call, it is able to talk and listen. If a non-master extension initiates the call, however, it can only listen since Mute mode is activated at the master extension. To prevent automatically activating Mute mode, you must enable "Handsfree answerback" (*96) for the master extension.

Call charge consultation[2]

If call charges for calls made have been established, the system will have the ability to show the totals for the calls on the displays of system telephones.

[1] There are 8 groups available with 16 extensions for each group. An associated group is assigned to each master telephone. A non-master extension can be associated to several groups at the same time.

[2] Call Charge ticketing must be programmed in the system (see General programming - Call Charge in the Programming manual).

Step by step

For the current call:

The call charge is shown on the display at the end of the call (Standard)

If you would like to see the charges while the calls are in progress, ask your system's support technician to request activation of the AOCD (Advice of Charge During the Call) facility from your local Carrier.

Depending on the Carrier, toll-free calls will also be shown. Before or during a call the display will read "FREE OF CHARGE".

When a call is transferred the call charge is assigned to the extension that received the transfer.

For all calls that were made and have a remaining balance:

First, the total charges are displayed (total for all calls made). After five seconds the remaining balance is displayed, if the support technician has configured a Call Charge limit.

Press to access the Service menu.

*65=SHO CHRGS ?

Select and confirm.

or

*6 5

Enter the code to enable call charge consultation.

Programming the keys[1]

The key programming feature allows an extension to assign functions to a system telephone's programmable keys.

Procedure for programming the keys

Press to access the Service menu.

*91=PRG. KEY?

Select and confirm.

or

*9 1

Enter the programming code a key.

[1] For system telephones without a display, only the "Store key number" can be programmed. Other functions can only be programmed using the HiPath 1100 System Manager.

Step by step

Select a programmable key. If the key is already programmed for another function, this information will be displayed.

CHANGE KEY? ↵

Confirm.

▲ CONFERENCE ? ↵

All programmable features are shown. Select a feature and press to confirm. For example, "CONFERENCE".

Optional

▲ SAVE INCOMP ? ↵

Select and confirm.

Some features (for example, CALL FORWARD or NIGHT ANSWER) may be saved when incomplete. That is, subsequently, after pressing a key to enable a feature, it may be necessary to complete the entry.

SAVE? ↵

Confirm.

or

If you make a mistake:

▲ PREVIOUS? ↵

Select and confirm. All digits that were entered will be deleted.

EXIT? ↵

Press to exit.

or

▲ ANOTHER KEY? ↵

Select and confirm.

The feature can now be activated by pressing the key. For features that can be activated or deactivated, such as "DO NOT DISTURB", simply press the appropriate key once to enable it and then again to deactivate it.

Features for programmable keys

Programmable keys can be set to enable the following features:

Feature	Function
Phonebook/Speed Dialing	→ page 21
UCD agent in service out of service	→ page 80
Answering a call on hold	→ page 58
Handsfree answerback	→ page 37

Step by step

Feature	Function
Using a temporary MSN to make a call	→ page 43
Electronic lock	→ page 83
Pickup - Group	→ page 60
Pickup - Individual	→ page 59
Account code	→ page 55
Urgent call/Recall when busy	→ page 34
Direct communication call	→ page 36
Conference	→ page 47
Consultation	→ page 44
Call charge consultation	→ page 102
Alarm clock	→ page 90
Call forwarding - When there is no answer	→ page 61
Call forwarding on a Digital Line	→ page 114
End a conference	→ page 51
Parking	→ page 52
Fax Received	→ page 102
Headphone	→ page 110
Group of external lines	→ page 19
Anonymous Caller ID (Trace)	→ page 116
Message Waiting Indicator (MWI)	→ page 67
Override	→ page 33
LCR Bypass	→ page 38
Caller Lists	→ page 26
Hunt group (HG) and Call group (CG) Login and Logout	→ page 75
UCD group login/logout	→ page 78
Show queue size to UCD agent	→ page 81
Storing a phone number in a programmable key	→ page 111

Step by step

Feature	Function
System error messages	→ page 119
Room Monitor	→ page 95
Silent monitoring	→ page 33
Do not disturb	→ page 65
Seizure of a specific Line	→ page 21
Entrance telephone - door opener	→ page 98
Toggle	→ page 46
Phonebook Search	→ page 25
Suffix dialing	→ page 54
Programming a procedure key	→ page 106
Data protection	→ page 93
Recall	→ page 31
Retrieving a call on hold	→ page 55
CLIR	→ page 116
Night service	→ page 96
Busy signal when extension is busy	→ page 85
End Key	→ page 109
Virtual keypad	→ page 110
Transfer	→ page 45
View timeout	→ page 41

Programming a procedure key

You can store numbers and functions that include more than one action, that is, you can assign multiple commands to a single telephone key.

Thus it is possible, for instance, to store a Account code function with all its required data (account code + external number) to a single key.

You can also store number that require additional data.

Press to access the Service menu.

*91=PRG. KEY?

Select and confirm.

Step by step

or

✱ WXYZ 9 1 — Enter the programming code a key.

Select a programmable key. If the key is already programmed for another function, this information will be displayed.

CHANGE KEY? — Confirm.

PROCEDURE KEY ? — Select and confirm.

Enter the procedure, for example: "*60**231#**"
- *60 = account code
- 231# = account code

SAVE? — Confirm.

or If you make a mistake:

PREVIOUS? — Select and confirm. All digits that were entered will be deleted.

EXIT? — Press to exit.

or

ANOTHER KEY? — Select and confirm.

The number sequence assigned to the key is called when the key is pressed.
For procedures with features that can be activated/deactivated, press the key to enable and press it again to deactivate the feature.
The Procedure key can also be activated during a call. The numbers are stored in the memory and automatically sent as MF signals.
In addition, interdigit pauses can be set into the dialing procedure.

Printing key labels

This feature allows you to print labels for programmable keys according to the functions for which they are configured, including Operator Terminal functions.

Step by step

This service is available on HiPath 1100 Manager (Advanced Configuration -> Programming the keys -> Printing key labels). It opens a Microsoft Word document with a label template. Users can configure labels and specify key names, font colors, font size, number of copies to be printed, etc.

The document is created in Microsoft Word 97 format, therefore, earlier versions of Word may not be able to open the file.

Step by step

End Key

If this key is pressed when the extension is receiving an incoming call, the call will be disconnected. When using a headphone, this key acts as the hook.

Press to access the Service menu.

*91=PRG. KEY? — Select and confirm.

or

Enter the programming code a key.

Select a programmable key. If the key is already programmed for another function, this information will be displayed.

CHANGE KEY? — Confirm.

RELEASE CALL? — Select and confirm.

SAVE? — Confirm.

or If you make a mistake:

PREVIOUS? — Select and confirm. All digits that were entered will be deleted.

EXIT? — Press to exit.

Deleting key assignment

Press to access the Service menu.

*91=PRG. KEY? — Select and confirm.

or

Enter the programming code a key.

Select a programmable key. If the key is already programmed for another function, this information will be displayed.

DELETE KEY? — Confirm.

EXIT? — Press to exit.

Step by step

Features for programmable keys only on the HiPath 1100 Manager

Programmable keys can be set to enable the following features HiPath 1100 Manager:

Feature	Function
Music on hold	→ page 84
Call waiting signaling tone	→ page 94

Virtual keypad

With the "virtual" keypad an increased number of programmable keys becomes available. The same key is used to indicate the status of two different features. For example, on the main keypad it indicates when Night service is activated, and on the virtual keypad it enables the Room Monitor feature.

To program a "virtual" keypad you must first press the "Virtual keypad" key then proceed by programming the key (*91)

This key will indicate which keypad is in activated mode.

Indicates that the "virtual" keypad is activated.

Indicates that the "main" keypad is activated.

Headphone[1]

A device to enable the use of a headphone can be installed on system telephones to provide the user more comfort and freedom of movement.

Required: A headphone must be installed.

Press to access the Service menu.

Select and confirm.

or

or

[1] When the headphone is activated, the regular handset is deactivated and the End key becomes a Hook Flash key. To get off-hook the user must select a menu option when answering incoming calls.

Step by step

*4 9 2 — Enter the code to enable the headphone.

or

#4 9 2 — Enter the code to deactivate the headphone.

Storing a phone number in a programmable key

Programmable keys can also be used to store numbers that are used most often.

System telephone with a display.

Press to access the Service menu.

▲ *91=PRG. KEY? ↵ — Select and confirm.

or

*9 1 — Enter the programming code a key.

Select a programmable key. If the key is already programmed for another function, this information will be displayed.

CHANGE KEY? ↵ — Confirm.

REPDIAL KEY? ↵ — Select and confirm.

Enter the extension number (e.g: 11/101), external number, Call group (CG) (for example: 770) or Hunt group (HG) (for example: 780).

SAVE? ↵ — Confirm.

or If you make a mistake:

▲ PREVIOUS? ↵ — Select and confirm. All digits that were entered will be deleted.

EXIT? ↵ — Press to exit.

System telephone without a display.

*9 1 — Enter the programming code a key.

Step by step

Select a programmable key. If the key is already assigned, the programmed function will be overwritten.

Enter the extension number (e.g. 11/101), external number, Call group (CG) (for example: 770) or Hunt group (HG) (for example: 780).

When an extension number is programmed, the key will light up to indicate whether or not the extension is being used or called.

The extensions are not set up to seize a call that is ringing in a Call group (CG) or Hunt group (HG)

Date and time settings

If authorized, you can set the HiPath 1100 date and time. The date and time can be shown on your system telephone display.

Press to access the Service menu.

MORE FEATURES ?

Select and confirm.

SET SYSTEM CLOCK

Enter the date (day, month and year) in a 6-digit format. For example, 110903 for November 9, 2003.

SAVE?

Confirm.

or

If you make a mistake:

PREVIOUS?

Select and confirm. All digits that were entered will be deleted.

Enter the time (hour and minutes) in a 4-digit format. For example, 0905 for 9:05 am. or 1430 for 2:30 p.m.

SAVE?

Confirm.

or

If you make a mistake:

PREVIOUS?

Select and confirm. All digits that were entered will be deleted.

PABX Trace log

Step by step

PABX Trace is a tool used to monitor the events that have occurred in the PABX during a certain period. These events are defined while the system is being programmed using the programming code (code 246) or using HiPath 1100 Manager.

This information can be downloaded using the HiPath 1100 Manager so that the support technician can check the system.

Start/Stop PABX Trace log

The information will be saved in a volatile memory.

*177 Enter the code to enable the trace.

or

#177 Enter the code to deactivate the trace.

After switching off or updating data you do not need to reconfigure the trace, although only the configuration and the status will be saved. The data will be lost when any of these events occur.

Activating/deactivating extended Trace log

The information will be saved in a non-volatile memory.

*178 Enter the code to enable the extended trace.

or

#178 Enter the code to deactivate the extended trace.

Step by step

Special functions for ISDN Lines

Call forwarding on a Digital Line

The call forwarding on a digital line feature allows calls to be rerouted to an external number. Depending on whether this feature is programmed, the call parties may see call the MSN/Attendant number of the switch or the original numbers of the participants (see programming manual - A31003-K1160-B804-*-, "**no DIV.LEG info**" for ISDN line), consult the system's support technician for further information.

Required: You may only see the numbers of the parties if your telephone is equipped with this resource.

TRK FW ON? ↵ Select and confirm.

or

*6 mno 4 ghi Enter the code to enable call forwarding.

1=IMMEDIATE? ↵ Enter the type of call forwarding wanted.

or

2=ON NO ANSWR? ↵

or

3=ON BUSY? ↵

or

1 **or** 2 abc **or** 3 def Enter an option.

Enter the external destination number (without external code).

SAVE? ↵ Confirm.

When making a PMP call: Enter the MSN/DID number assigned to the extension.

SAVE? ↵ Confirm.

or If you make a mistake:

PREVIOUS? ↵ Select and confirm. All digits that were entered are deleted and the display returns to the call forwarding options.

Step by step

Disabling call forwarding

TRK FW OFF? — Select and confirm.

or

#6mno 4ghi — Enter the code to deactivate call forwarding.

1=IMMEDIATE? — Enter the type of call forwarding wanted.

or

2=ON NO ANSWR?

or

3=ON BUSY?

or

1 or 2abc or 3def — Enter an option.

Enter the call forwarding MSN.

SAVE? — Confirm.

or

If you make a mistake:

PREVIOUS? — Select and confirm. All digits that were entered are deleted and the display returns to the call forwarding options.

If Call forwarding is activated, the display will show "MSN TO:" and a distinctive dial tone will be heard when you lift the handset.

Step by step

Anonymous Caller ID (Trace)[1]

Allows a local carrier to identify external and malicious anonymous callers. The caller ID can be determined during a call or up to 30 seconds after a call. However, it is critical that the handset remains off the hook.

Required: An external call must be in progress.

Press to access the Service menu.

*84=TRACE CALL?

Select and confirm.

or

*8 4

Enter the code to deactivate the trace.

Keep the handset off-hook.

CLIR

This features prevents your name or number from showing on the display of an external caller (check availability with your local carrier).

Press to access the Service menu.

MORE FEATURES ?

Select and confirm.

*86= CALL ID SUPP

or

#86=RST C ID?

or

*8 6 or #8 6

Enter the code to enable extension number suppression.

[1] Information obtained using this feature is stored by the local carrier. Check if your local carrier offers this service.

Step by step

Using features provided by a carrier on ISDN Lines

In some countries you may access features offered by a local carrier for ISDN lines (ask your system's technical support personnel for further information).

Press to access the Service menu.

MORE FEATURES ?

Select and confirm.

*503=ISDN ON?

or

*503

Enter the code to enable.

or

There is an external call in progress.

KEYPAD?

Select and confirm.

Enter the external code.

This is not necessary for external calls or when "Auto Keypad" has been activated by your technical support team.

Enter the code to enable the appropriate ISDN feature.

Wait for a confirmation tone.

Example:

- To activate call forwarding on the public network: *210* destination number #
- To deactivate call forwarding on the public network: #21#

The local carrier will provide information on which ISDN features can be activated by code in your country (ask your system's technical support personnel for further information).

Siemens is not responsible for any damage/ costs that may be caused by improper use or handling).

Step by step

Practical guide

Care of the telephone

- To clean the telephone, use a slightly damp cloth or an antistatic cloth. Never wipe the phone with a dry cloth!
- If necessary, you may use a diluted mild detergent (commercially available). After cleaning, thoroughly remove the detergent using a cloth dampened with water.
- Do not use alcohol-based detergents or any abrasive cleaning products.

Troubleshooting

There is no response when pressing a key:

Make sure the key is not blocked.

The telephone does not ring when receiving a call:

Make sure that the do not disturb feature is activated for your extension (the display should show DO NOT DISTURB ON). If the feature is activated, deactivate it → page 65.

The telephone does not work when dialing an external number:

Make sure your telephone is not blocked (if it is, the display will show: "LOCK PHONE"). If the telephone is locked, unlock it → page 83.

If there are any other problems when operating the phone:

Contact your system's support technician. If the problem is not solved, the support technician should call Technical Support.

Step by step

System error messages

This function provides indication that an error occurred in the system. The error is signaled on the keys and on the displays of system telephones.

Required: System telephone with a display.

Select the key programmed for indicating system error messages.

Navigate through the display to read the message and confirm.

Responding to system error messages

SYS ERR MSG

Possible cause
: An error occurred with one of the features.
Possible action
: Navigate through the display to identify the error.

PRESS TO CONFIRM

Possible cause
: Error identified.
Possible action
: Acknowledge the error and correct the problem.

NOT AUTHORIZED

Possible cause
: Dialed number is not authorized
Possible action
: Check dialed number.

KEY MEMORY FULL

Possible cause:
System memory is full.
Possible action:
Programming code 166 (See programming manual - A31003-K1160-B804-*-*).

Step by step

Display Messages

This feature shows information on the telephone display about actions performed by the user.

Responding to display messages:

`ERROR ACK`

Possible cause
: This message confirms that an error has occurred.

`CDR BUFFER FULL`

Possible cause
: Memory space available for tickets is full. Tickets will be overwritten.

`FRAUD DTCT DISA`

Possible cause
: DISA password entered incorrectly at least three times.
Possible action
: Enter the correct password.

`FRAUD DTCT ADMN`

Possible cause
: programming mode password entered incorrectly at least three times.
Possible action
: Enter the correct password.

`SYS CLOCK RESET`

Possible cause:
System clock reference was changed.

`SW UPDATE FAIL`

Possible cause
: An error occurred during the remote update of the software.
Possible action
: Try again.

`POWER DOWN`

Possible cause
: A network power outage has occurred.

Index

A

Account code ... 55
ACS ... 39
Activating/deactivating a general alarm ... 90
Alarm clock ... 90
  deleting/checking a scheduled time reminder
  scheduled ... 91
  scheduling a time reminder ... 90
  timed reminder call ... 91
Answering calls ... 57
  answering a call on hold ... 58
Assistance with troubleshooting
Problems ... 13
Associated group ... 102

B

Basic Use Telephone ... 12

C

Call charge consultation for system telephones ... 102
Call forwarding
  call forwarding on an ISDN line ... 114
  conditional ... 63
  deactivation ... 64
  external ... 61
  for Fax/DID ... 62
  internal ... 60
  no answer ... 61
Call forwarding on an ISDN line ... 114
Call tracing ... 116
Call waiting signaling tone ... 94
Caller lists ... 26
Calling an attendant console ... 35
CG groups ... 74
Checking relay status ... 88
Collect call barring ... 81
Conference ... 47
Configuration of Date and time ... 112
Consultation ... 44
COS (class of service) changeover ... 92

D

Data protection ... 93
Direct communication calls ... 36
Direct message to speakerphone
  speakerphone auto-answering ... 37
DISA ... 42
Disabling a feature ... 95
Display indications ... 10
Display messages ... 120
Do not disturb ... 65

E

Electronic lock ... 83
Ending a call ... 20
Entrance telephone - door opener ... 98
Entry voice mail EVM ... 70
  message/greeting ... 71
EVM ... 70
EVM Entry voice mail
  mailbox ... 70
External Flash on external line External ... 54

F

Fax received ... 102
Functions for ISDN lines ... 114
  call forwarding ... 114
  carrier features for ISDN lines ... 117
  malicious caller ID (call tracing) ... 116
  restriction for sending MSN ... 116
Functions for making calls
  using a specific line ... 21
Functions used during calls ... 44
  account code ... 55
  conference ... 47
  consultation ... 44
  flash on external line ... 54
  general parking ... 53
  parking ... 52
  recovering a call placed on hold ... 55
  suffix dialing ... 54
  toggle ... 46
  transfer ... 45
Functions used for making calls ... 17
  calling an attendant console ... 35
  direct communication calls ... 36
  DISA ... 42

do not disturb ... 65
groups ... 74
hotline ... 35
LCR ... 37
making calls ... 17
caller lists ... 26
MSN calling ... 43
override ... 33
reserving a line ... 29
silent monitoring ... 33
speaker ... 20
speed dialing ... 21, 25
switching to handset ... 20
switching to speakerphone ... 20
timer for outgoing external calls ... 40
urgent call/recall when busy ... 34
warmline ... 35
Functions used for receiving calls
call forwarding ... 60
collect call barring ... 81
message waiting indicator ... 67
overflow extension ... 82
pickup ... 59
second attendant ... 74
voice mail ... 65
Functions used when making calls
ACS ... 39
ending a call ... 20
LCR Bypass ... 38
recall ... 31
timeout for external calls ... 40
Functions used when receiving calls ... 57
answering calls ... 57

G

General parking ... 53
Groups
available/unavailable agent for UCD group ... 79
CG groups ... 74
hunt group (HG) ... 75
hunt group (HG) and call group login and logout ... 75
show queue size to UCD agent ... 81
UCD agent in Service/ out of service ... 80
UCD group login/logout ... 78
UCD subscriber groups ... 77

H

Headphone ... 110
Hotline. ... 35
Hunt group ... 75
Hunt group and call group (CG) login and logout ... 75

L

LCR ... 37
LCR Bypass ... 38

M

Mailbox ... 70
configure ... 71
consulting ... 72
enabling ... 72
Making calls ... 17
considerations ... 17
ending a call ... 20
using a group of external lines ... 19
using automatic seizure of an activated external line ... 19
using the handset ... 18
using the speakerphone ... 18
with the handset on the hook ... 18
Message Waiting Indicator ... 67
Miscellaneous functions ... 83
alarm clock ... 90
associated group ... 102
busy signal when extension is busy ... 85
call waiting signaling tone ... 94
changing the password for the electronic lock ... 83
configuration of Date and time ... 112
COS changeover ... 92
data protection ... 93
deactivating a feature ... 95
deactivating a general alarm ... 89

electronic lock 83
entrance telephone - door opener 98
fax received 102
language/country settings 86
music on hold 84
night service 96
PABX trace 112
PABX trace log 112
programming the keys 103
relay 88
remote configuration 100
room monitor (babyphone) 95
storing a number in the key 111
system programming mode 99

N

Night service 96
Numbering Plan 14

O

Overflow Extension 82
Override 33

P

PABX Trace 112
PABX Trace log 112
Parking 52
Pickup 59
group 59
individual 60
Practical guide 118
Programming the keys 103
end key 109
only on the HiPath 1100 Manager 110
printing key labels 107
procedure for programming the keys 103
programming features for keys 104

R

Recall 31
Relay 88
checking relay status 88
Remote configuration 100
Reserving a line 29
for Internet access 30
Retrieving a call on hold 55
Room monitor (babyphone) 95
room monitor 96

S

Second attendant 74
Silent monitoring 33
Speaker 20
Speed dialing 21, 25
individual speed dialing 21
programming individual speed dialing 22
system speed dialing 21
using speed dialing 22
Storing a number in the key 111
Suffix dialing 54
Switching to handset 20
Switching to speakerphone 20
System error messages 119
System programming mode 99
System signaling tones 15
System support technician 13
System telephone functions
call charge consultation 102
display messages 120
headphone 110
system error messages 119
virtual keypad 110

T

Timeout for external calls 40
view timeout 41
Toggle 46
Transfer 45

U

Urgent call/recall when busy 34
Using a specific line 21
Using a temporary MSN to make a call . 43

V

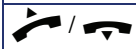
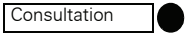
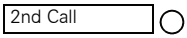
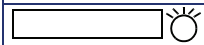
Virtual keypad 110
Voice mail 65
  accessing a mailbox 69
  forwarding 70
  leaving a message 70
Voice mail Message Waiting Indicator ... 67

W

Warmline 35

Feature codes

Symbols

Symbols	Explanation
	Enter numbers, keys, password, internal or external numbers, etc.
	Signaling with a short beep
	Lift/replace the handset
	Start conversation
	Press the Flash/Fil key.
	Feature Key/ Service menu
	Programmable key is ON
	Programmable key deleted
	Blinking Programmable Key
	Navigation keys

Numbering plan

Description	HiPath 1120	HiPath 1150	HiPath 1190
External line	801 to 808	801 to 832	801 to 845
Extension, including S_0	11 to 30	11 to 60 610 to 645	101 to 240
Groups of external lines	0 , 890 to 899		
Call groups (CG)	770 to 779		
Hunt groups (HG)	780 to 789		
UCD subscriber groups	790 to 799		
Carrier	9		
EVM - Default internal number	790		

Description	HiPath 1120	HiPath 1150	HiPath 1190
EVM - Message ports	7491 and 7492		
EVM - Virtual ports	744 to 747		
Fax/DID - Virtual message ports	740 to 743		
USB/CAPI line	10		100
Substitution for * and #	75 and 76 (accordingly)		

Features

Features can be selected as follows:
1. Using the **Navigation keys** in the Main Menu
2. Using the **Feature key** then browsing the feature option list
3. Using the **Feature key** and its associated **Feature Code**;
4. **Programmable key**;
5. Using a **feature code**;

System telephone functions

Feature	Code
Accessing a mailbox	Mailbox ● Key programmed as MWI
Call charge consultation	*6 5
Call forwarding	Call forwarding ●
Call forwarding Deactivation	Call forwarding ○
Parking	Parking ● 0 to 9 slot
Parking Resuming a call	Parking ● 0 to 9 slot
Flash on analog trunk	⊙
Headphone Activation	*4 9 2
Headphone Deactivation	#4 9 2
Caller List	#8 2 list ▲ ▼ and ↵

Feature	Code
Programming a feature for a key	✱ 9 1 [select key] ● ▲ ▼ feature to be programmed and ↵
Redial	[Redialing] ● **or** →
Speaker	Activate/deactivate speakerphone Activate/deactivate speaker
Virtual keypad	○ = Virtual keypad is activated ● = Main keypad is activated
Checking Relay Status	✱ 9 4 1 4

Seizure of an external line

Feature	Code
External call	0
External call using a group of external lines	8 9 0 ... 8 9 9 external line
Seizure of a Specific External Line	8 0 1 ... 8 4 5 external line
Internet access Activation	✱ 4 9 3 external line
Internet access Deactivation	# 4 9 3 external line
External line reservation Busy	**1)** Wait for ♫ Phone rings external **or** **2)** ✱ 5 8 Phone rings external

Functions used for making calls

Feature	Code
system speed dialing	✱ 7 + 0 0 0 … 2 4 9
Individual speed dialing	✱ 7 + ✱ 0 … ✱ 4
Individual speed dialing Programming	✱ 9 2 + ✱ 0 … ✱ 4 CHANGE? ☑ number SAVE? ☑ wait for ♫
Handsfree answerback Activation	✱ 9 6 wait for ♫
Handsfree answerback Deactivation	# 9 6 wait for ♫
Direct communication call	✱ 8 0 extension with system telephone wait for ♫ record message
Internal call	extension
Calling a Call group (CG)	7 7 0 … 7 7 9
Calling a Hunt group (HG)	7 8 0 … 7 8 9
UCD subscriber group	7 9 0 … 7 9 9
Urgent Call (busy extension)	**1)** (busy) Wait for ♫ **or** **2)** (busy) ✱ 5 8
Hotline (if programmed)	
Warmline (If programmed)	Wait for
Override busy extension	busy extension ✱ 6 2
LCR Bypass	✱ 4 5 + carrier + number
View timeout	# 6 5

Silent monitoring (busy extension)	✱ 9 4 4 busy extension
Recall Activation (Extension does not answer or is busy)	**1)** does not answer CHANGE? ☑ or ✱ 5 8 ♫ Wait. The telephone rings **or** **2°)** Wait ♫ Wait. The telephone rings
Recall Deactivation	# 5 8
Carrier	9
Using a Temporary MSN to make a Call	✱ 4 1 MSN position or MSN number external line external number

Functions used during calls

Feature	Code
Cost code	✱ 6 0 cost code # number
Conference	Consultation ● number ✱ 3
Consultation (To end a consultation wait for the call to be disconnected)	Consultation ●
Parking	✱ 5 6 + 0 ... 9
Recovering a parked call	# 5 6 + 0 ... 9
General Parking	Gen. Parking ●
Recovering a parked external call	✱ 6 3 + line
Toggle (Use after consultation, for answering a second or an urgent call)	✱ 2

Suffix dialing	+
Retrieving a call on hold	(if busy or no answer)
Transfer (When an analog trunk programmed as "Type of answering signal " or a digital line is being used, you must wait for an answer before transferring the call. For transfers without consultation, there is no need to wait before answering)	**Internal** extension **External** TRANSFER? number ( )

Functions used when receiving calls

Feature	Code
Accessing a Mailbox	Voice mail group
Answering a call on hold	**or** **or** CALL WTNG?
Group pickup	**or** CALL PCKP GRP?
Individual pickup	extension
Call forwarding on an analog line:	
Call forwarding to an external number	external
Internal call forwarding	extension, voice mail group, Call group or Fax/DID
Call forwarding Deactivation	

Call forward no answer or busy Activation	*14 extension, voice mail group, Call group or external line ☑
Call forward no answer or busy Deactivation	#14
Do not disturb Activation	*97
Do not disturb Deactivation	#97
EVM:	
Consultation at the extension being used	790 VM group password
Consultation from another extension	790 VM group password extension
Consultation from an external extension	your external number+* ppassword eextension

Miscellaneous functions

Feature	Code
Entrance telephone Door opener	*61 **or** *61 extension
General alarm Disabling	#9414 password
Electronic lock password change	*93 current password new password confirm new password
Electronic lock Activation	*66 password
Electronic lock Deactivation	#66 password

Busy Signal when extension is busy Activation	✱ 9 4 1 1 ☑
Busy Signal when extension is busy Deactivation	# 9 4 1 1
System programming mode Activation	✱ 9 5 password codes
Disabling Features (call forwarding, do not disturb, headphone, data protection, alarm clock, recall and speaker-phone auto-answering)	# 0
Language/Country configuration	✱ 9 4 1 2 country code:
Call group (CG) and Hunt group (HG) Login	✱ 8 5 group (if the extension belongs to more than one group)
Call group (CG) and Hunt group (HG) Logout	# 8 5 group (if the extension belongs to more than one group)
Room monitor (Babyphone)	✱ 8 8
Music on hold Activation	✱ 9 4 1 0 music
Music on hold Deactivation	# 9 4 1 0
Remote configuration HiPath 1100 Manager	✱ 9 9 2

Remote configuration using a standard MF telephone	**1)** Conversation in progress between the programming extension and the remote programmer: Remote programmer must provide: password programming codes. **or** **2)** Remote Programmer dials to connect to the system and is answered by a Fax/DID facility prompting for: password programming codes.
Data protection Activation	
Data protection Deactivation	
Relay Activation (For **HiPath 1120** only)	
Relay Deactivation (For **HiPath 1120** only)	
Night service Activation	password
Night service To deactivate	password
Call waiting tone Activation	
Call waiting tone Deactivation	
COS (Class of Service) changeover	extension password
PABX Trace log Starts	
PABX Trace log Stops	

Extended PABX Trace log Activating	✱ 1 7 8
Extended PABX Trace log Disabling	# 1 7 8

Alarm clock

Feature	Code
Alarm clock Daily	✱ 4 6 1 time (for example 1230) ☑
Alarm clock Daily, except weekends	✱ 4 6 2 time (for example 1230) ☑
Alarm clock After a specified time period	✱ 4 6 3 time (for example 1230) ☑
Alarm clock For a specified date and time	✱ 4 6 4 date/time (for example 24121830) ☑
Alarm clock Deactivating	# 4 6 ☑

UCD Subscriber group functions

Feature	Code
Agent available	✱ 4 0 2
Agent unavailable	# 4 0 2
UCD subscriber group	7 9 0 ... 7 9 9
Logging into a UCD subscriber group	✱ 4 0 1 group (if the extension belongs to more than one group)
Logging out of a UCD subscriber group	# 4 0 1
UCD agent in service	✱ 4 0 3
UCD agent out of service	# 4 0 3

Show queue size to UCD agent	✱ 4 0 5

Satellite PABX

Feature	Code
Flash on analog trunk	R ✱ 5 1
Operation as Satellite PABX	8 9 0 ... 8 9 9 number of the line

Functions for ISDN lines

Feature	Code
Immediate call forwarding for MSN Activation	✱ 4 0 1 external ♫ MSN
Immediate call forwarding for MSN Deactivation	# 6 4 1 ♫
Call forward no answer for MSN Activation	✱ 6 4 2 external ♫ MSN
Call forward no answer for MSN Deactivation	# 6 4 2 ♫
Call forwarding for MSN when the line is busy Activation	✱ 6 4 2 external ♫ MSN
Call forwarding for MSN when the line is busy Deactivation	# 6 4 3 ♫
Anonymous caller ID (Trace)	R ✱ 8 4
Sending restriction for MSN Activation	✱ 8 6

Sending restriction for MSN Deactivation	#86
Using features provided by a carrier on ISDN Lines	*503 external ISDN code

Notes:

- For Korea the numbering plan changes as follows:
  a) Access to the group of external lines is done with digit "9" instead of "0"
  b) Calling an operator terminal is done with digit "0" instead of "9"
  c) group call pickup is done with sequence "*0" instead of "*57"
  d) Recovery of a parked call is done with sequence "*57" instead of "*0";
- Feature codes can be changed in the HiPath 1100 Manager. An expert should be consulted in this case.

Communication for the open minded

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